

U.S. DEPARTMENT OF STATE

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MAGAZINE

Bangkok

Thailand's Time
of Transition

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On the Cover

Merchants carry their wares by boat
at one of Bangkok's floating markets.
Larry Dale Gordon/Getty Images



Assessing HR's Performance in Supporting Our People and Meeting Strategic Objectives

Human resources support is critical to the Department's success in meeting its foreign policy objectives. The HR Bureau strives to ensure that our programs and policies effectively facilitate the Department's mission and continue to evolve strategically to meet emerging needs. I want to share with you what we are doing to hold ourselves accountable for our performance.

The Accountability, Oversight and Evaluation Division of the Office of Civil Service Human Resources Management was established in 2008 to assess how well Department-wide HR programs support our people; achieve intended results; and comply with applicable laws, rules and regulations. AOE performs three key functions as part of our comprehensive accountability system:

1. Regular compliance reviews, which take an in-depth look at actions and decisions affecting our people and the quality of HR services. Notably, our compliance program serves as a best practices model for other government agencies.
2. Evaluations of internal HR programs, such as the Presidential Management Fellows Program and the Student Loan Repayment Program, to determine if they are achieving the desired results and to identify how they can become more effective and efficient.
3. Development of the Office of Personnel Management-mandated annual Human Capital Management Report, which gives the Department a multifaceted overview of HR as a whole.

The HCMR, in particular, provides senior-level officials and all employees with a comprehensive picture of Department-level HR strategies and accomplishments. Closely aligned with the Bureau's Strategic Plan, the HCMR highlights HR performance related to established targets, actions and results (e.g., those related to improving HR services and implementing Diplomacy 3.0), which is documented and analyzed for future planning and adjustments. It not only lets the rest of the building know how HR is doing, but it is also a decision-making tool for our HR managers to establish strategic priorities and ensure programs are focused on the right outcomes.

For example, documenting strategies, accomplishments and challenges related to key program metrics empowers our managers with a wide range of information on whether we are achieving our intended results or whether

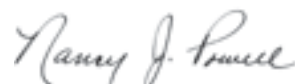
adjustments will be required to reach projected targets and goals. Thanks to the hard work of AOE and other HR offices, State's FY2009 HCMR was recognized by OPM as "setting the gold standard" for government agencies.

The results captured in the 2009 HCMR are encouraging. They show, for example, that the Department has made significant investments in its people and has developed solutions to address staffing priorities, improve hiring strategies and timeliness to attract and select quality candidates, and enhance HR services. There is, however, more work to be done.

I am pleased that the work of the AOE Division is directly aligned with the Secretary's vision/mandate, which requires us "to ensure that we develop and implement effective programs and expend resources efficiently."

I encourage you to view the 2009 HCMR at <http://intranet.hr.state.sbu/offices/cshrm/Pages/Accountability,Oversight,andEvaluation.aspx>. It contains a wealth of information and statistics on topics ranging from the percentage of Foreign Service positions filled to attrition rates, diversity, standard position descriptions and employee survey results.

If you have any general comments or suggestions about how to improve management, you can send them to me via unclassified e-mail at dgdirect@state.gov. ■


Nancy J. Powell
Director General



Retirement Adventures

I will unfortunately be unable to attend this year's Foreign Affairs Day event, but wish all Foreign Service retirees and the collective Department of State family a most significant gathering.

As you can see from the photo at right (left rear, in customary rugby stripe), despite full-time retirement I still find fun things to do—including the fulfillment of deferred adventures planned originally for younger days—as in a four-day, three-night hike of the Inca Trail in Peru while marking a 67th birthday on the way. The rest of the group was at least 15 years younger.

Life is still a matter of setting targets and realizing outcomes, only perhaps with the things one wants to do rather than those one has to do.

I am now back home in slightly less-simmering Bangkok and attending to the duties of being a good diplomatic spouse (my wife being a still-active member of the Thai Foreign Service).

Liam Jackson Humphreys
Bangkok, Thailand

Beauty vs. Environment

The strong chemical odor given off by the latest issue brought up the question in my mind of whether the beautiful full-page photos in your magazine truly outweigh the environmental cost of all that ink, high-quality printing and glossy paper at a time when we are all concerned about global warming and the use of scarce water and other resources.

I think you would show great environmental leadership and responsibility with a “greener” edition, perhaps printed only for those few posts not yet served by high-speed Internet connections. Meanwhile, a PDF version, in all its glorious color, could be available to download for our enjoyment on computers, laptops and e-readers around the world.

Patricia Linderman
Spouse of Foreign Service officer
Guayaquil, Ecuador

International Conferences

I read with great interest “In Conference” in the May issue recognizing the Office of International Conferences as Office of the Month. My last assignment prior to retirement in 1976 was as director of the office.

I can recall the pressure and work of developing the delegations from the various governmental agencies to ensure appropriate representation at conferences. Our mandate was “only members who can contribute to the effective representation and completion of a conference shall be included in a delegation,” but this was sometimes hard to accomplish because of the desire of many to attend conferences in places like Vienna, Rome, Geneva, Nairobi and others.

The author certainly covered the pressure-packed work of the office and the coordination and management necessary to pull a conference together under many trying conditions.

I noted that Betty Brown has been in the office for more than 30 years and apparently is still going strong. Good luck to Director Denise Urs and IO/C for 2010 and beyond, because I know we will always have conferences.

Clinton Thaxton
Retired Foreign Service officer
Hudson, Fla.



In the News



State Magazine Gets Online Facelift

Starting in September, the online version of *State Magazine* will become interactive and more accessible. Video clips will be embedded within stories, and readers will find the online magazine easier to read and more convenient than the current PDF version because it will take less bandwidth to download. That may be especially important to readers in nations with limited Internet networks.

The magazine's new online version will be viewable on mobile

devices and will let mobile users share stories or search back issues. Meanwhile, Apple's iTunes app store will offer free new iPad and iPhone/iPod apps for use with *State Magazine*. Also new is the magazine's RSS feed, which sends out breaking news stories.

Finally, the magazine has established a presence on the Twitter and Facebook social media sites, and its Flickr site lets users download photos from recent stories.



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A mother and her child receive one of the quilts from Rosalie Molloy, right.



CLO Donates Handmade Quilts to Hospital

In December, the Community Liaison Office at the U.S. Embassy in Amman, Jordan, joined members of the embassy community in delivering about 70 handmade quilts for children to Al-Bashir Hospital. The quilts were made by the members of an embassy craft group, who visited with several children as they distributed the quilts.

Volunteer Rosalie Molloy said she was inspired to participate after meeting a Bedouin woman whose infant had no blanket. "I gave her one I happened to have," she said, and then began making flannel blankets with help from co-workers Barbara Revels, Samantha Poe, Kelly Strusinski and Beryl Burns. When she couldn't find flannel locally, she asked her online quilting group for flannel donations, and packages began arriving from the United States, Europe and Australia.

"We had enough flannel to make 150 quilts for people in Jordan," she said.

At the hospital, a girl of about age 10 was with her mother when the group began distributing blankets, Molloy recalled. Molloy gave the girl a bright pink quilt decorated with butterflies—the last one left. In return, Molloy said she received a big smile.

"A simple little piece of fabric, supplied by friends and worked on by people who care, and it meant that much to her," Molloy said.

Chris Parker, another volunteer who helps deliver the quilts, said she got involved because helping people is a family tradition. She said she'd once been quilting at a hotel in Israel when she met an older man who could have used a quilt and she had none ready at hand. "I have felt badly ever since that I didn't have one finished to give him," she said.

Al-Bashir Hospital is Jordan's largest hospital with 960 beds. Jordanian children from newborns to age six receive treatment there free of charge.



Department Officials Win High Awards

Among the winners of the 2009 Presidential Rank Award were several current and former Department of State officials, including Deputy Assistant Secretary for Economic, Energy and Business Affairs John R. Byerly, Assistant Secretary for Near Eastern Affairs Jeffrey Feltman, Deputy Legal Advisor Jonathan B. Schwartz and Maura Harty, who retired as assistant secretary for Consular Affairs.

Other winners included two Bureau of Human Resources officials, Director General Nancy Powell and Office of Resource Management Director Philippe Lussier, and Foreign Service Institute Director Dr. Ruth Whiteside. The award winners provided exceptional service over an extended period and were nominated by their agency heads, evaluated by citizen panels and designated by the President, according to the Senior Executives Association.

The awards were presented in May by Secretary of State Hillary Rodham Clinton, who said she was proud to play a small role in recognizing these individuals. "No way could we make any progress without your dedicated efforts," she said.

Secretary Clinton highlighted how Schwartz did the "first-rate legal work" that led to Libya's offer of a \$2.7 billion settlement to compensate survivors of the 270 people killed by Libya's bombing of PanAm Flight 103 in 1988. She also praised Feltman for his coordination of the evacuation from Lebanon of 15,000 Americans in the wake of Israel's 2006 invasion. During the evacuation, "he did one difficult assignment after another," she said.

Byerly chaired negotiation of the Air Transport Agreement with the European Union. The agreement encompasses 60 percent of global civil aviation traffic and is expected to yield up to 26 million new passengers and \$9 billion in economic growth.

Byerly and Schwartz were the two Civil Service winners among the 10 Department employees who won the Distinguished Rank award (see below). Others received the Meritorious Rank award. Winners of the Distinguished Rank receive an award equal to 35 percent of their annual basic pay, while Meritorious Rank executives receive an award equal to 20 percent of their annual basic pay.

Foreign Service Winners Of The Presidential Distinguished Award

Brownfield, William R.....	Bogota
Burns, William J.....	P
Feltman, Jeffrey David.....	NEA/FO
Harty, Maura A.....	Retired
Jeffrey, James Franklin	Ankara
Mussomeli, Joseph A.....	Kabul
Ricciardone Jr., Francis J.....	Kabul
Wood, William Braucher	Kabul

Shuttle Astronaut Meets Latin American Youth—Digitally

To promote the study of science and highlight U.S. excellence in technology, the American embassies in Paraguay, Costa Rica and Chile worked with the Department's speakers bureau to organize a regional digital videoconference with American astronaut Dr. Franklin Chang-Diaz in April.

Dr. Chang-Diaz flew on seven space shuttle missions. In the videoconference, he highlighted the importance of science study to his career and told young people from the three countries to follow their dreams.

"I don't have any special qualities," he said. "I wasn't the most outstanding student. If I could do it, then anyone can. Don't let anyone tell you can't do it; anything is possible."

Dr. Chang-Diaz urged the students to study science and English to access a wider world and greater opportunities. He said he came to the United States at age 18 with \$50 in his pocket and barely passable English. He went on to earn a doctorate in physics from the Massachusetts Institute of Technology.

One young Paraguayan asked what inspired him to become an astronaut.

"It all began in 1957 with the launch of the first artificial satellite, Sputnik, followed

by the great race to the moon," he recalled. "As a boy of seven, I dreamed of being a space explorer and rocket designer. So I finished my studies in Costa Rica and departed for America to chase my dream and was lucky enough to achieve it."

The program's moderator, Paraguayan science professor Blas Servin, said he believes many students will be inspired to study science, thanks to their encounter with Dr. Chang-Diaz.



Right: Astronaut Franklin R. Chang-Diaz works on the International Space Station.
Below: Ambassador Liliana Ayalde, second from left in blue suit, Public Affairs Officer James Russo at her left and Paraguayan students watch the videoconference.



Art Shown at Ambassador's Residence

An exhibit of American art opened in March at the residence of Ambassador to the U.S. Mission to UNESCO David T. Killion and his artist wife, Kristin. The opening was attended by other ambassadors, French cultural figures, journalists and the director-general of UNESCO, the United Nations Educational and Cultural Organization.

The exhibit, held under the auspices of the Art in Embassies Program, features more than 25 pieces by 14 artists, four of whom traveled to Paris for the opening. Washington-based artist Donna McCullough, whose delicate steel and wire sculpture of a woman's dress sits in one corner of the residence's living room, said, "It is an honor to have my work in Paris and to meet the many people and dignitaries involved with UNESCO. The trip to Paris has inspired my work."

Paul Sikora, whose mobiles are reminiscent of those of Andrew Calder, met a Paris gallery owner who had represented Calder. One of the earliest works in the exhibit is by Reginald Marsh, the American painter who was born in Paris and became known for his scenes of New York.

The exhibit is one of the mission's many public diplomacy programs. In the past year, the mission has welcomed to programs at UNESCO U.S. Ambassador-at-Large for Global Women's Issues Melanne Vermeer, Dr. Jill Biden, former First Lady Laura Bush and Presidential Science Envoy Elias Zerhouni. The mission also worked to have Esther Coopersmith named a UNESCO Goodwill Ambassador for intercultural dialogue.

UNESCO has 193 member states and a mandate that encompasses culture, education, gender parity, science, freedom of information and world heritage. UNESCO's new director-general, Irina Bokova, is the first woman to head the organization. She supports increased access of girls and women to economic and educational opportunities, and the promotion of respect for global cultural diversity.

Job Fair Aids Wounded Service Men and Women

The Department of State in May offered more than 120 wounded service members a venue to seek internships with U.S. intelligence agencies. At the day-long event, organized by the bureaus of Human Resources and Intelligence and Research, wounded servicemen and women received a thank you from Congressman Silvestre Reyes and browsed tables in the Exhibit Hall, where they spoke with representatives from 16 agencies and 15 Department of State bureaus and offices.

Department principals, including Assistant Secretary for Intelligence and Research Philip Goldberg and Deputy Secretary James Steinberg, welcomed attendees and noted the Department's Veteran Employment Program. The program trains the Department's hiring managers in the authorities under which they may hire veterans. More than 150 Department employees volunteered to help at the event.

Many of the 100 or so attendees in the Loy Henderson Auditorium wore military uniforms, and Reyes advised those about to reenter the civilian sector to think of themselves as "warriors in transition." Intelligence agencies offer fascinating careers that won't make you rich but will let you continue to protect the freedoms we all cherish, he said. Reyes, chairman of the House Intelligence Committee and a Vietnam veteran, said veterans make important contributions to the U.S. intelligence agencies.

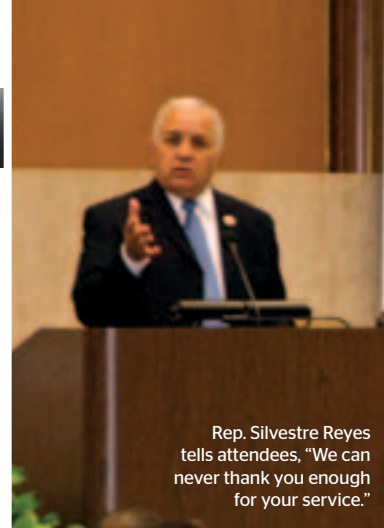
The Border Patrol, where Reyes spent more than 26 years before

coming to Congress, was represented at the job fair, as were the Department's Bureau of Intelligence and Research, Central Intelligence Agency, National Geospatial Intelligence Agency, Department of Homeland Security and Federal Bureau of Investigation.

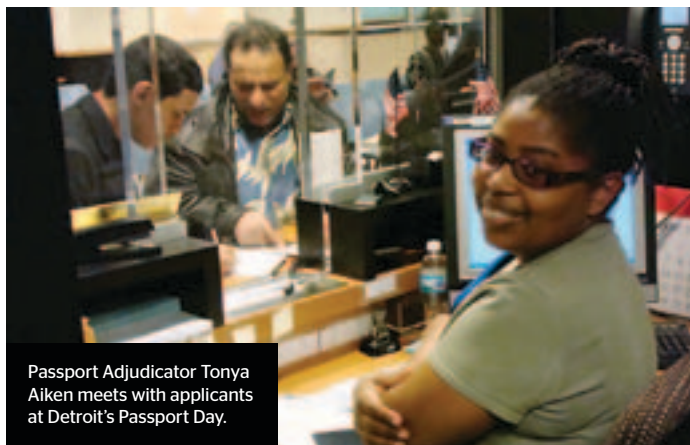
Joining a federal agency "should be chapter two of your service" to the United States, said another speaker, Lieutenant General John F. Kimmons, director of the intelligence staff of the Office of the Director of National Intelligence.

The internship fair promoted opportunities through the Operation Warfighter program. Managed by the Department of Defense, the program facilitates temporary/part-time internship opportunities at civilian agencies for wounded service members recovering at Washington-area military hospitals. DOD pays the soldiers' salaries, while the Warfighter program facilitates clearances and even provides transportation to work.

During the job fair, the soldiers participated in workshops coordinated by Office of the Director of National Intelligence on completing Standard Form 86, the questionnaire for national security positions, and on writing resumes for federal employment.



Rep. Silvestre Reyes tells attendees, "We can never thank you enough for your service."



Passport Adjudicator Tonya Aiken meets with applicants at Detroit's Passport Day.

The newly opened Detroit Passport Agency was still hiring and training staff when the Bureau of Consular Affairs scheduled National Passport Day 2010 for March 27. The annual event promotes public awareness about U.S. passports, which have since 2009 been needed to enter Canada for activities as simple as gaining a different view of Niagara Falls.

Located less than a mile from two of the busiest U.S.-Canada border crossings, the Detroit Passport Agency expected a large turnout for the event. When the American Citizen Services Unit of the U.S. Consulate General in Toronto asked in February to visit the new facility, Detroit Passport Agency Director Marc Meznar asked Toronto ACS Chief Adam Vogelzang if Toronto's staff could help with the Detroit agency's passport day.

Toronto has the largest and busiest consular section among Mission Canada's eight posts, and its consular expertise and central location make it ideal for assisting other posts via e-mail or temporary

Toronto Aids Detroit Passport Office

duty support. Toronto's consular district extends to the Michigan border and includes Windsor, across the river from Detroit. Windsor and Southwestern Ontario are home to thousands of Americans who previously had to drive four hours to Toronto for passport services.

The Toronto ACS section sent five staff members to Detroit's event, which Meznar and Vogelzang publicized on both sides of the border via newspaper, radio and the Internet. The Toronto staff included fluent speakers of Arabic and Spanish, two languages common in the Detroit area. The National Passport Center in Portsmouth, N.H., and the Charleston, S.C., Passport Center also sent managers and adjudicators.

On National Passport Day, the Detroit agency accepted 768 applications, more than many larger, more established passport agencies. Deputy Assistant Secretary for Passport Services Brenda Sprague called this a remarkable accomplishment from one of the smallest U.S. passport agencies.

"The support provided by Toronto consular personnel and staff from the National and Charleston passport centers was key," she said, noting that it was unusual to have an overseas post assist a domestic passport agency.

The Toronto staff members also observed the passport printing process, learned about the different passport software used by Detroit agency staff and shared best practices in reviewing Canadian legal documents.



FLO Awards Professional Development Fellowships

The Family Liaison Office recently awarded 90 Foreign Service family members Professional Development Fellowships worth approximately \$175,000.

The fellowships are awarded to adult eligible family members to maintain and/or pursue professional development opportunities while posted overseas. The program has awarded nearly 500 fellowships since its 2005 inception, when \$20,000 in fellowships were awarded to 20 family members. Now in its sixth year, the program has awarded more than \$740,000 to 495 family members.

Fellowship winner Brina Bunt, a veterinarian in India, said, "The Professional Development Fellowship assisted me with maintaining my continuing education requirements and helped me keep updated on current and best practices in my profession."

The fellowships are offered to adult family members residing at overseas posts and the spouses and partners of employees assigned to unaccompanied posts. Family members at posts that are difficult to staff or in countries with no bilateral or de facto work arrangement for family members receive special consideration. Recipients may not receive a fellowship for more than two consecutive years.

Fellowships are typically given for such activities as continuing education, maintaining professional licensure or certification and participating in conferences. The 2010 recipients submitted diverse proposals, including requests to enroll in culinary arts training, obtain certification as a labor doula or midwife and attend a workshop on travel writing.

FLO plans to survey previous fellowship recipients on how the fellowships enabled them to maintain their professional skills or change careers. More information about the program is at www.state.gov/m/dghr/flo.

Embassy Hosts 'Mini-World Cup'

Soccer's World Cup, held every four years, inspires diplomats worldwide to host their own "mini-World Cups" in the capitals where they're posted. This year, the U.S. Embassy in Baghdad put its new artificial-turf soccer field to use—and pleased soccer-obsessed Iraqis and diplomats—by holding a World Cup in May that featured teams from the diplomatic missions of the United Kingdom, Italy, Turkey, Poland, Japan and Denmark. Iraq also fielded a team, made up of reporters from its leading TV station, Iraqiya.

A Ugandan team squared off against a Peruvian team, both drawn from the U.S. Embassy's guard force, and the Peruvians prevailed 1-0. In other results, the United States beat Japan, 4-1; Poland nudged Italy, 1-0; the United Kingdom beat Turkey, 3-1; and Iraqiya danced around Denmark, 4-1. Also joining the event was a University of Baghdad team of Iraqi soccer stars that handily defeated the U.S. embassy team, 8-0.

The several hundred spectators enjoyed the great weather, six exciting games and conversations in numerous languages. Deputy Chief of Mission Cameron Munter welcomed the crowd, congratulated participants and encouraged them to enjoy the day, win or lose. Iraqiya aired a feature story highlighting how Iraq's national sport of soccer had brought together people from many countries for a day of fun competition.

The winners of four of the games came together the following weekend to determine Iraq's "World Cup" champion. Assistant Chief of Mission for Assistance Transition Patricia Haslach, in a media interview, endorsed sports diplomacy and people-to-people cultural exchanges and thanked the diplomats for their participation.

The United States started the day by beating a strong Polish team, 2-1. Then, the Iraqi reporters beat the British, 3-2. Thus, a U.S.-Iraq showdown loomed in the finals. The two sides played an intense, scoreless game in the blistering sun and triple-digit temperatures until one of the Iraqiya reporters scored as the last seconds ticked off the clock, securing the title for the Iraqi team.

Organizers hope it was the first of many such friendly sporting competitions in Baghdad.



Iraq

Consulate Staff Joins Fun Run

Milan Consul General Carol Perez, Florence Consul General Mary Ellen Countryman and consulate staff and families took to the streets of Milan in March to participate in the city's 38th Annual StraMilano Race. The StraMilano is the most famous fun run in Italy and attracts participants from around the world to run and walk in its 5-kilometer, 10-kilometer and half-marathon events.

Most of the consulate's 36 participants chose the shorter legs of the race, but the Marine detachment commander, Staff Sergeant Brian Macy, and two of the detachment's guards ran the half-marathon in under two hours.

As Milan prepares to host World Expo in 2015, this year's StraMilano was a chance to showcase the "greening" of the city. Milan's environmental initiatives include public transportation and traffic restrictions, creation of new green spaces throughout the city and support for green businesses. The city also showcased its new



fleet of thousands of bicycles that can be borrowed by commuters or sightseers to navigate the city.

"It was a great opportunity to get out together, get some exercise and honor the city where we live," said Community Liaison Office Coordinator Brigid B. DeLambert. "And, as luck would have it, alongside sports drinks, the rest stations provided an abundance of Italian-style refreshments."



Italy



Undergrads Rank DOS High in Annual Poll

For the fifth year, the Department of State has been ranked among the top 10 ideal employers in an annual poll of college undergraduates reported by *BusinessWeek*.

Philadelphia-based Universum Communications said its 2010 Hottest Employer survey was based on the responses of 56,900 undergraduates in the Class of 2010. It said undergraduates selected their top five picks from the top 100 companies and agencies that were frequently mentioned by students in the previous annual survey.

Out of hundreds of employers, including write-ins, liberal arts undergraduates ranked the Department second as an ideal employer. All undergraduates ranked it sixth, after, in order: Google, Walt Disney Co., FBI, Apple and Ernst & Young. The rankings and analyses are at http://bwnt.businessweek.com/interactive_reports/best_employers_2010/ or <http://careers.state.gov>.



Embassy Holds Post Olympics

The U.S. Embassy in Kingston, Jamaica, held a day-long Embassy Olympics in March to boost morale and promote teamwork.

The idea was suggested by Locally Employed Staff members. Staff members who wanted to compete were randomly placed into five teams of approximately 50 people each, and family members were encouraged to compete or serve as judges and referees.

The event was held at the University of the West Indies, located near the embassy, and drew about 150 to 200 spectators.

Five 50-minute competition periods featured about five simultaneous competitions. Among the 26 competitive events were sprints, basketball, push-ups, ping-pong and soccer. Other events included speed chess, a lime-on-a-spoon race and a dominoes competition. Area restaurants, coordinated by the Kingston Employee Association, sold food, and music was provided by staff members who are also disc jockeys.

The final event of the day was the 400-meter relay race, followed by the awarding of first-,

second- and third-place ribbons for each event and a trophy to the overall winning team. A 25-minute video of the competition was played in the embassy cafeteria during the following week.



Jamaica



Top: The Blue Team struggles in the tug-of-war at the embassy's Olympics. **Bottom:** Fans of the Red Team cheer.

STATE

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Send changes of addresses to our staff using the contact information at left. Please remember to include your previous mailing address.

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Letters to the Editor

Letters should not exceed 250 words and should include the writer's name, address and daytime phone number. All letters become the property of *State Magazine*. Letters will be edited for length, accuracy and clarity. Only signed letters will be considered.

Submissions

For details on submitting articles to *State Magazine*, request our guidelines, "Getting Your Story Told," by writing to our main office; by e-mail at statemagazine@state.gov; or by downloading them from our Web site at www.state.gov/statemag. *State Magazine* does not purchase freelance material.

Deadlines

The submission deadline for the October issue is August 15. The deadline for the November issue is September 15.

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Disability Etiquette Ensures Equity, Fairness, Inclusion

Many people have experienced an awkward moment in the presence of someone with a visible disability. If we do not have a disability ourselves, did not grow up with a disabled family member or loved one or do not have close friends or colleagues who are disabled, we don't always know exactly what to do or say. Do you refer to a new colleague as blind or visually challenged? Should you hold the door for someone who uses a wheelchair, or will your gesture be seen as condescending? Unfortunately, in these awkward moments, too many of

us simply and literally avoid the situation by averting our gaze or pretending our disabled colleague or customer is invisible. And persons with disabilities often report just that—feeling invisible or ignored.

We hope that this article will help overcome some leftover childhood phobias, comedians' bad jokes and inappropriate political correctness about persons with disabilities. Our goal is to show courtesy and respect for our fellow human beings.

First, people with disabilities are not defined by their conditions or diseases. Someone who has epilepsy is a person with epilepsy, not an epileptic. Disability etiquette is another way of saying one should be empathetic and use common sense and courtesy to make persons with disabilities feel welcome and comfortable. When supervisors and co-workers use disability etiquette, the subliminal anxiety abates, and all employees feel more comfortable and work more productively.

Two tips: First, people with disabilities have the same feelings as you. Treat them as you would want to be treated. Second, if you are unsure how to interact with a person who has a disability, what words to use or how to assist, just ask. Here are some other pointers:

- When talking with a person with a disability, speak directly to and make eye contact with that person rather than doing so through a companion or sign-language interpreter.
- When meeting a person with a disability, it is appropriate to offer to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. (Shaking hands with the left hand is an acceptable greeting.)
- When meeting a person who is visually impaired, always verbally identify yourself and others who may be with you. When conversing in a group, remember to identify the person to whom you are speaking.
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Treat adults as adults. Address people who have disabilities by their first name only when extending the same familiarity to all others. Never patronize people who use wheelchairs by patting them on the head or shoulder.
- Leaning on or hanging on to a person's wheelchair is similar to leaning or hanging on to a person and is generally

considered annoying. The chair is part of the personal body space of the person who uses it.

- Listen attentively when talking with a person who has difficulty speaking. Be patient and wait for the person to finish, rather than correcting or speaking for the person. If necessary, ask short questions that require short answers, a nod or shake of the head. Never pretend to understand if you are actually having difficulty doing so. Instead, repeat what you have understood and allow the person to respond, which will clue you in and guide your understanding.

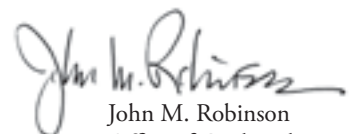
- When speaking with a person who uses a wheelchair or crutches, place yourself at eye level in front of the person to facilitate the conversation.

- To get the attention of a person who is deaf, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, slowly and expressively to determine if the person can read your lips. Not all people who are deaf can read lips. For those who do lip read, place yourself so you face the light source and keep your hands, cigarettes and food away from your mouth when speaking.

- Relax. Don't be embarrassed if you happen to use accepted, common expressions such as "See you later" or "Did you hear that?" that seem to relate to the person's disability.

- Don't be afraid to ask a question when you're unsure of what to do.

Think of this as a starter kit. Work force statistics show, and the Americans With Disabilities Act ensures, that more and more persons with disabilities will join our work force in years to come. After all, if we live long enough, more than 95 percent of us will develop a disability such as a reduction in mobility, a chronic illness or other effects of aging or accidents. Let's prepare. ■

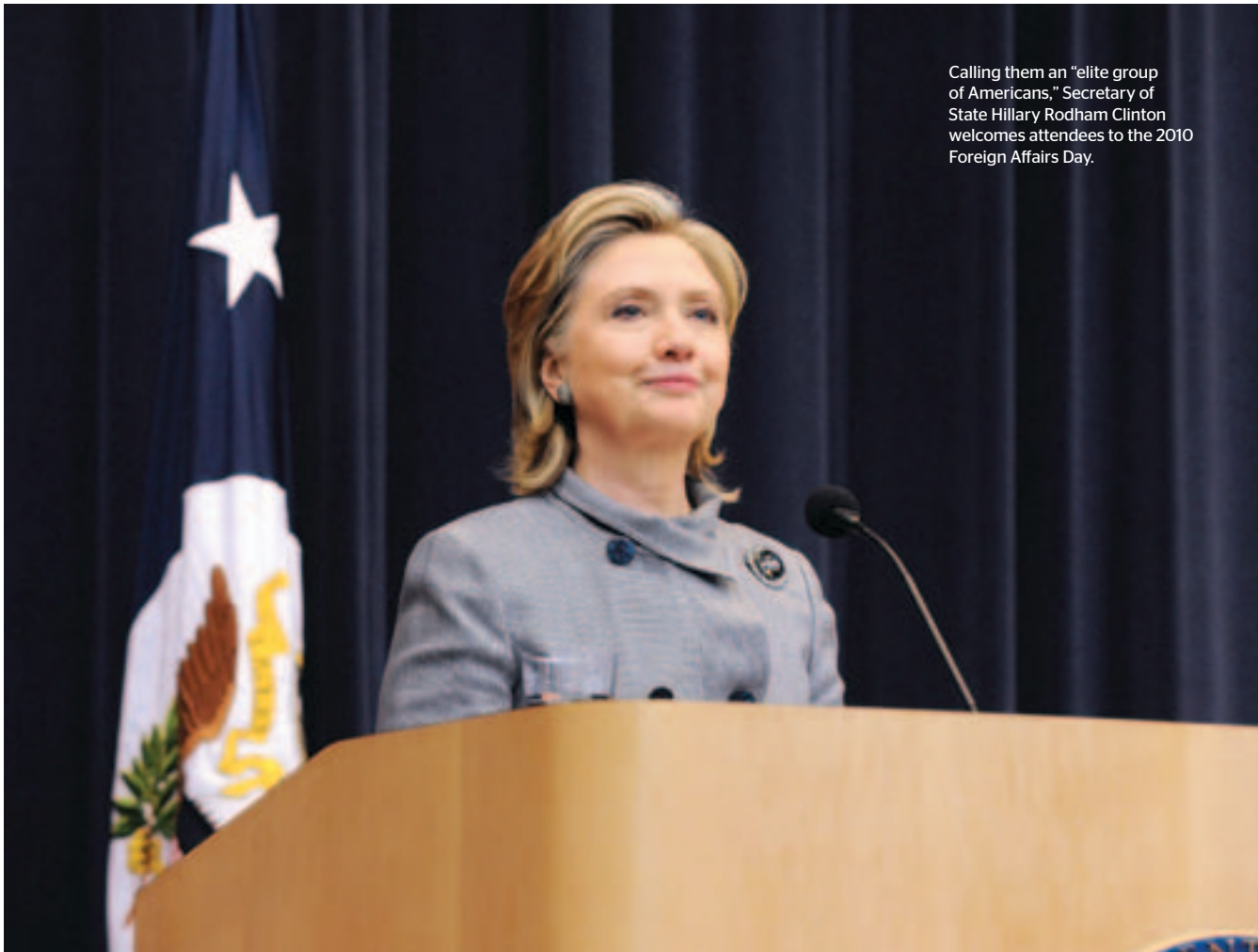

John M. Robinson
Office of Civil Rights



Coming Together

Retirees reunite at Foreign Affairs Day /// *By Ed Warner*

PHOTOGRAPH: ROBERT M. STEWART



Calling them an "elite group of Americans," Secretary of State Hillary Rodham Clinton welcomes attendees to the 2010 Foreign Affairs Day.

State Department retirees in May came together to reconnect, hear updates on recent Department initiatives and join the entire Department family in mourning the loss of three employees who died overseas.

The occasion was Foreign Affairs Day, the annual day-long event combining seminars, awards and the solemn unveiling of new names added to the commemorative plaque of the American Foreign Service Association.

In her keynote address, Secretary of State Hillary Rodham Clinton said the gathering represented an "elite group of Americans who know our joys and problems at the State Department from the inside out."

Commemoration

At the wreath ceremony at the AFSA plaque, AFSA President Susan R. Johnson said the three employees who died in the past 12 months—State Department employees Victoria DeLong and Terrence Barnich, and Dale Gredler of the U.S. Agency for International Development—leave an inspiring legacy.

Secretary Clinton said they will be remembered for "taking their training and their commitment to the entire world, to improve it, to make it safer, to give others the same chance we

enjoy here in the United States."

DeLong, a cultural affairs officer killed in Haiti's earthquake, volunteered at a Haitian orphanage. Noting this, Secretary Clinton told DeLong family members in attendance, "We will carry on her commitment on behalf of children everywhere to make sure that they have that chance to fulfill their God-given potential."

Barnich, deputy director of the Iraq Transition Assistance office in Baghdad, was killed in Iraq in May 2009 by an improvised explosive device. A former chairman of the Illinois Commerce Commission, he went to Iraq in 2007.

"What an incredible example of someone who got up and went to serve," Secretary Clinton said. "And he is so well remembered in Iraq by Americans and Iraqis alike."

The Secretary said Gredler, a contracting officer, was known for his dedication to his work. He died of cardiac failure in January while traveling from his post in Kazakhstan to obtain treatment in the United States.

Awards Presented

A Foreign Affairs Day highlight is presentation of the DACOR Cup from the organization of Diplomatic and Consular



Above: American Foreign Service Association President Susan R. Johnson, left, and Secretary Hillary Clinton unveil the names added to the AFSA Memorial Plaque. **Left:** Department veteran Douglas Kinney came to socialize and hear how the Department is evolving.



Officers, Retired. The award, for post-retirement accomplishments, went to Edward “Skip” Gnehm, who retired in 2004 after having been U.S. ambassador to Jordan. He is now a professor at George Washington University’s Elliott School of International Affairs.

Director General Nancy Powell presented the Director General’s Cup for the Civil Service and Foreign Service. The former went to Thomas C. Adams, the latter to A. Elizabeth Jones. Adams was cited for a 35-year career of exceptional accomplishments, including helping craft peace agreements that are still in force. Jones, also a 35-year veteran, was also cited for policy initiatives, but DG Powell particularly praised her for her mentoring of many young FSOs, including Powell.

Powell, who served at the U.S. Embassy in Islamabad, Pakistan, while Jones was deputy chief of mission, recalled how Jones responded when U.S. Ambassador to Pakistan Arnold L. Raphel was killed with Pakistan’s President Mohammad Zia ul-Haq in a 1988 airplane explosion. She said Jones told embassy staff she felt

Director General Nancy Powell introduces Thomas C. Adams, 2010 winner of the DG's Civil Service Cup. **Below:** DG Powell presents the DG's 2010 Foreign Service Cup to A. Elizabeth Jones.



their pain—and then pulled out her notebook and said, “We have work to do.”

Jones told attendees, “We did everything that night with tears streaming down our cheeks.”

Earlier, Under Secretary for Management Patrick Kennedy briefed attendees on new Department initiatives, noting that the Department’s funding from economic stimulus legislation will allow construction of new passport offices and a security training center. He said four newly built embassies have such high energy efficiency that they received environmental certifications.

He also made a pitch to get Civil Service and Foreign Service retirees to return as When Actually Employed staff. He said WAEs were among the volunteers on the Department task forces for the Haitian earthquake, which put in 12,000 person-hours of work.

WAEs, he said, will help the Department fill its numerous overseas jobs, as will FSOs in “stretch” assignments. The Department, however, will not place inexperienced employees into mid-level assignments, where many openings exist, he said.

‘Every Minute’

Secretary Clinton said WAEs were especially needed by the Civilian Response Corps, which deploys to nations in crisis. The Department needs WAEs because it is already “fully engaged every minute of the day.”

For many Foreign Affairs Day attendees, socializing is as important as the day’s briefings. M. Lynn Martin, former public



affairs officer in Shanghai, said she has attended Foreign Affairs Day regularly since her 1999 retirement. She enjoys the East Asia briefings and getting reacquainted with colleagues. Bruce Byers, former information officer at the U.S. Embassy in Manila, who retired in 2000, said he comes back to see old friends, as did Bryce “Mac” Gerlach, who retired in 1991.

Old friends often share a laugh. When Richard Fraenkel ran into Douglas Kinney, who served with him at the U.S. Embassy in N’Djamena, they joked about how, back then, Chad was a quieter place that “just had kidnappings.”

Yet both officers spoke of the day seriously, with Fraenkel saying he’d also come to hear Secretary Clinton speak and Kinney, a 42-year veteran, saying he was eager to hear about the Department’s “visioning—what we believe we are becoming.” ■

The author is deputy editor of State Magazine.

WITNESSING HISTORY

Observing elections in Southern Sudan /// *By Louis Mazel*

When the Office of the Special Envoy for Sudan asked for volunteers to observe the national elections in Sudan, I jumped at the opportunity. Before joining the Foreign Service, I had been a consultant on more than 40 political campaigns, and while serving in Africa, I had observed elections in Ethiopia, Namibia and Liberia.

Sudan's elections, the first in 24 years in that conflict-ridden country, were an important milestone for the 2005 Comprehensive Peace Agreement, which ended more than 25 years of conflict between North and South Sudan.

I chose to observe in Southern Sudan because this would be the first time people there ever voted and there was a complex voting process. Voters there would be voting on 12 separate races—including president of the Republic of Sudan and president of the Government of Southern Sudan—plus women's lists and party lists for three levels of government. Voters would place multiple ballot papers in four separate ballot boxes, using ballots printed in English and Arabic, although 85 percent of the people in Southern Sudan cannot read or write.

In Western Equatoria State, a remote region some 400 kilometers west of Juba, I joined two other observers, who came from the U.S. Agency for International Development. We flew in an aging Cessna for just over an hour to a dirt landing strip in Yambio, and learned on arrival that all materials for the 419 polling stations in that state had been delivered.

Voting Begins

On April 11, we arrived at the polling station in Yambio Town Center to find long—and separate—lines of men and women waiting to enter a school compound. The crowd of 500 was orderly and excited about voting, but all 11 polling stations were missing the ballot for the Southern Sudan Legislative Assembly Geographic Constituency. The voting went on nonetheless, and we moved on to observe about 15 other polling places around Yambio—including one where I inadvertently stepped into a stream of fire ants.

On the second day, we went to a site near Gangura, a town about 12 kilometers southeast of Yambio. En route, we saw abandoned homesteads and roads devoid of people. Everyone had left the area because of attacks by remnants of a Ugandan rebel group. Lines were relatively short at the polling stations in Gangura, but voting had been suspended for lack of ballots for the National Assembly race. On arriving back in Yambio, we learned voting would be extended to five days from the scheduled three.

We found that another site, in Bazangua, had also run out of ballot papers for one of the contested offices—but hundreds waited patiently at the polling station, eating mangoes and ground nuts.

On the third day, we observed the opening of the Ikpiro polling stations, where some violence had been reported, and then went to an outdoor polling station in Gitikiri, where the greatest danger was ripe mangoes falling from the trees ringing the polling area. In the afternoon, at the rural polling station in Bodo, a ferocious rain storm hit and rain poured in through the station's open sides. Elections officials piled ballot boxes, paper ballots and cardboard polling booths in a heap in the middle of the room and covered them with a plastic tarp. Women with babies were brought inside, and those waiting to vote huddled on the veranda.

Clockwise from left:

A poll worker stamps ballots at Ikpiro Polling Station 1; prospective voters wait in line at Ikpiro Polling Station 2; a banner identifies the location of the polling station in Gangura; an election poster decorates a National Elections Commission vehicle.

Several Irregularities

On the fourth day, we traveled 140 kilometers east to Maridi, where we encountered several polling irregularities. The local election official had chucked the alphabetical voters list and was giving anyone with a handwritten voter registration slip access to the polls. There were no name checks, and large numbers of underage voters waited to vote, including a girl so young she couldn't reach the ballot box, which was on a small table.

On the last day, we went deep into the bush along a rutted path where we took our four-wheel-drive vehicle across a riverbed to circumvent a dilapidated bridge. At Ri-Rangu, we visited three polling sites. We then revisited Yambio's in-town polling stations where there now was only a trickle of voters. At a few polling stations election officials were asleep, and at other others, poll workers had left to seek food; they'd neither been paid nor given food or water during the five days of polling.

On departing, I found myself impressed with the people of Southern Sudan, who had voted in percentages exceeding those of U.S. elections and waited patiently, sometimes for hours, in the blazing sun or pouring rain, to demonstrate they valued their right to vote. ■

The author is director of the Office of African Regional and Security Affairs in the Bureau of African Affairs.



Fighting Pirates

Posts promote respect for intellectual property /// By Kenise Hill

Counterfeiting and piracy of intellectual property, from movies to books and recordings, cost the United States nearly \$250 billion annually, according to the U.S. Chamber of Commerce. U.S. publishers alone estimate they lost more than \$600 million in 2009 to those making illegal copies of their copyrighted works.

To promote awareness of the need to protect intellectual property, in April U.S. embassies worldwide held special events in honor of World Intellectual Property Day.

The U.S. Embassy in Panama City, for instance, held a star-studded event at the Ambassador's residence to celebrate the 2010 Oscar Awards Ceremony. During the ceremony Ambassador Barbara Stephenson gave an "Oscarlito" award to a group of four university students who produced and starred in the film *"Los Jóvenes Contra la Piratería"* (Youth Against Piracy), which was the winning submission in the embassy's Facebook video contest on the importance of protecting intellectual property rights.

Secretary's Endorsement

Secretary of State Hillary Rodham Clinton kicked off the Department's World Intellectual Property Day celebrations by saying the "ideas and inspirations of our citizens fuel our economy, enrich our culture and help us meet global challenges from climate change to poverty, hunger and disease."

Under Secretary for Economic, Energy and Agricultural Affairs Robert Hormats and Assistant Secretary for Economic, Energy and Business Affairs Jose Fernandez participated in a full day of speeches, seminars and receptions in Washington, D.C., to commemorate Intellectual Property Day. Overseas, more than 30 posts hosted special events or put on public diplomacy programs. The activities aimed to build public awareness about how patents, copyrights, trademarks and other forms of intellectual property promote creativity, innovation and public health and safety.

For instance, the U.S. Embassy in Rome fashioned its program around new media. It used Facebook and its Web site to reach out to new audiences with such offerings as an online video contest and a "video op-ed" on intellectual property protection presented by Ambassador David Thorne. The activities were aimed at Italian teens and young adults, who are among the largest group of illegal media downloaders in Italy.

Other World Intellectual Property Day events included:

- In Georgia, the U.S. Embassy in Tbilisi joined with Georgia's patent office in hosting the day's event. Ambassador John Bass emphasized the importance of intellectual property protection to economic development and competitiveness, and emphasized the U.S. commitment to protecting intellectual property rights.
- In Hanoi, Economic Officer Adam Ross spoke on intellectual property rights to the faculty and students at Vietnam National University's law school, reaffirming the importance of intellectual property protection to economic growth and social development.
- In the Dominican Republic, Consul General Mike Schimmel and senior embassy officials met with the chief of the nation's navy and police and other senior officials to view the newly released National Geographic documentary *"Illicit—the Dark Trade."* The movie tells how criminal networks threaten sectors of the global economy and emphasizes intellectual property protection in fostering economic growth and social development.
- At the U.S. Embassy in Port Louis and regional Customs and Border Protection, Attaché Tarance Drafts joined representatives of the government of Mauritius, local companies, the Business Software Alliance and Microsoft to host a three-day program that highlighted the importance of intellectual property protection in the software industry.

Consulate interns hand out postcards created by the U.S. Consulate General in Chiang Mai, Thailand, to celebrate World Intellectual Property Day. The post launched a Stop Piracy campaign in April at Chiang Mai's major cineplex.





Media Attention

Among the several events that received local and national news media attention in host nations was that held by the U.S. Embassy in Sarajevo. Economic Counselor Eric Luftman, speaking at the mayor's office in the town of Jablanica, said the government of Bosnia and Herzegovina needs to set an example by ensuring that its employees don't use pirated software. Luftman and Public Affairs Officer Janet Miller presented a certificate of appreciation to Cero Camil, director of a World War II museum, that lauded Camil for using only licensed software at the museum.

Meanwhile in Geneva, the U.S. Mission to the European Office of the United Nations and other International Organizations held an event where American folklorist Steven Hatcher spoke on the works of U.S. Poet Laureate Henry Real Bird, a Native American of the Apsáalooke, or Crow, tribe. The presentation, done in collaboration with the Library of Congress Western Folklife Center, showed how the cultural expressions and oral traditions of Rocky Mountain Native Americans are being documented and archived. Hatcher explained to his audience of diplomats from Africa, Europe and the Middle East how Real Bird, who never had any of his works published, orally communicated his experiences to community college students in Montana, encouraging his own community to preserve its culture and promote creativity among youth.

These are only a few examples of the creative work done by posts worldwide to ensure that American creative works receive the protection they deserve. ■

The author is a Pickering Fellow in the Office of International Intellectual Property Enforcement of the Bureau of Economic, Energy and Business Affairs.

Clockwise from above: Under Secretary Robert Hormats, left, takes questions from the audience in a discussion moderated by Dr. Mark T. Esper of the U.S. Chamber of Commerce's Global Intellectual Property Center; Intellectual Property Law Enforcement Coordinator for Eastern Europe Matthew A. Lamberti, left, receives an award from Deputy Assistant Secretary of State William E. Craft for his efforts to protect intellectual property rights in 25 Central and Eastern European nations; Ambassador John Bass endorses Georgia's first World Intellectual Property Day event in Tbilisi.



learning

You had to be fairly smart to win the “Are You Smarter Than...” quiz conducted by the Bureau of South and Central Asian Affairs as part of Take Your Child to Work Day in April.

After all, how many of the 30 or so youths who packed into a Harry S Truman Building conference room for the event would likely know the name of the article of clothing required for women during the Taliban’s rule in Afghanistan?

At least most of the nine questions had multiple choices. One choice for another question was “a massive die-off of bats.” “That’d be awesome,” a boy responded.

Awesome might be a good way to describe the entire day, which brought more than 650 young people to the Department, more than on any prior TYCWD. Before the youths dispersed to the day’s 60-some sessions, Director General Nancy Powell addressed them, asking those who spoke a language other than English to greet their seatmates in that language. The nearly filled Dean Acheson Auditorium rang out with “Buon giorno,” “Guten Tag” and other non-English greetings.

As usual, most of the day’s activities were organized by Department bureaus to promote learning, often about the bureau’s specialty. For instance, an Office of the Secretary event focused on the Secretary’s travel, including advance work, and included a tour of the Operations Center. The Bureau of African Affairs offered a sampling of West and East African dishes in one session and African dance and storytelling in another. The Bureau of East Asian and Pacific Affairs taught oriental calligraphy and Japanese origami.

as fun

Activities enrich Take Your Child to Work Day /// *By Ed Warner*

Human Resources Bureau program analyst Heather Stokes, background, conducts the office's "Where in the World" geography game.



Children raise their hands to be sworn in by Chief of Protocol Capricia Marshall before heading off to the day's activities.



Embassy Bangui Celebrates Take Your Child to Work Day

The U.S. Embassy in Bangui celebrated its first Take Your Child to Work Day in April as 40 children of local and American staff spent the afternoon learning about their parents' work and the embassy's role in the Central African Republic.

The day began with children creating mock passports, complete with a profile picture and fingerprints. Displaying her new passport, one child asked, "Am I an American now?"

At the welcoming ceremony, Ambassador Frederick B. Cook presided over a swearing-in. Later, the children asked parents questions about their work as part of a panel discussion that included employees from every embassy section. There was also a tour that included the warehouse, where a forklift driver demonstrated refilling the embassy's gas supplies and a motor pool driver showed how to change a tire. At each stop, children's passports were stamped with mock visas.

"Although I have worked for the embassy for more than 20 years," said one employee, "my wife had only been to my office and had never toured the building. It was a great experience for her and my daughter to see where I work and learn about the work we do."



Youths participate in the swearing-in ceremony at the embassy's Take Your Child to Work Day.



Above: A young driver takes the wheel of the BearCat armored vehicle. **Right:** Local artist Maggie Chreshkoff, right, helps children create "Tin-Man" sculptures using throw-away items such as cans, wire, toy parts and broken jewelry. **Below:** Contract Specialist Nanette Rose-Ray captains her team of youths at SCA's "Are You Smarter Than..." quiz.



The Bureau of Administration provided behind-the-scenes tours of HST that showed the elevators' gears and the rooftop cooling units, and the Ralph Bunche Library went green in honor of the 40th anniversary of Earth Day with activities about preserving natural resources. It also displayed rare books, such as one by the late-1700s English explorer Captain James Cook.

In the Bureau of Diplomatic Security's "meet the bomb-sniffing dogs" activity, a dog named Dutch searched the HST courtyard. DS K-9 Sgt. Steven Thomas told attendees it takes two to six months to train the dogs, which go home each night with their DS handlers. DS also displayed two sleek, black armored cars and a tan BearCat armored vehicle. The children especially enjoyed climbing into the BearCat's rooftop gun turret.

Activities for teens included one from the Bureau of Human Resources' Board of Examiners, which helped a dozen high-school students learn about interviewing and résumé writing. Examiner Paul Aceto said résumés should include a professional-sounding e-mail address and even humble work experiences, provided the applicant explains what useful lessons were learned. Don't address your interviewer by his or her first name, and make sure to stand up and look him or her in the eye when you shake hands, he advised.

The "Are You Smarter Than..." quiz divided attendees into teams named for SCA nations and gave them a minute to answer each question. One called for them to do currency conversion. When one team gave an only-slightly-wrong answer, master of ceremonies John "Jay" Parker told them: "This is not the black market; we don't do currency fluctuations here." Team Sri Lanka won and received gift cards for movie tickets.

Other questions included "What ocean do you look on from a Sri Lankan hotel window?"—answer: Indian—and, of course, "What did Afghan women have to wear during the Taliban days?"

Give up?

The chadri. ■

The author is deputy editor of State Magazine.

Posts worldwide took action for the environment earlier this year. Two posts, in Mongolia and Nicaragua, keyed their activities to Earth Day, while the U.S. Embassy in Algiers commemorated International Girl Scout Day in March.



Green Action

Posts' events help protect environment

By Onder Durmus, Carol Johnson and Amy Eagleburger



Clockwise from top left: The cleanup at Laguna Nejapa gets underway; two children of embassy family members and a guest prepare for tree-planting in Ulaanbaatar; Office Management Specialist Carol R. Johnson prepares to plant a tree at the event in Algeria.

Algiers Action

In Algeria in March, embassy employees planted trees to help the Muslim Scouts of Algeria with a reforestation project. More than 30 embassy employees and family members traveled about 25 minutes outside Algiers and then marched in the rain to the planting site with the scouts, singing scouting songs. Speaking French, Defense Attaché Colonel Terry Tichenor told the youths about civic responsibility, community service and the importance of U.S.-Algerian solidarity.

After planting approximately 500 trees, the scouts invited embassy staff to their camp for a hearty Algerian lunch. After lunch, embassy staff gave the scouts U.S.-Algerian solidarity pins, and everyone sang traditional Algerian camp-style songs. Some staff members even learned Algerian dancing.

Tree Planting

In Mongolia, staff of the U.S. Embassy in Ulaanbaatar, including Ambassador Jonathan Addleton, planted some 80 saplings outside the chancery in an event attended by senior Mongolian officials, including the deputy minister of environment and representatives from the president's office.

The event was organized by the embassy's "Green Team," American and Mongolian employees who recycled the post's paper, cans and plastic, and received the saplings in exchange from the recycling company. The team also held a fundraiser that involved popular Mongolian singers and dancers, nongovernmental organizations and local businesses. They'd hoped to plant on Earth Day in April, but Mongolia's frozen tundra delayed the event until May.

Ambassador Addleton said, "When you plant a tree, you plant hope" and quoted the Mongolian proverb, "If you plant one tree, it is a good deed for this lifetime; if you plant two trees, it is a good deed for your next life."

The trees were then blessed by two lamas, and over the next two days, rain fell on Ulaanbaatar after a long dry spell.

Managua Clean-Up

In Nicaragua, the U.S. Embassy in Managua helped organize a clean-up effort that included several environmental groups and a Nicaraguan recycling firm. More than 1,000 volunteers from Nicaraguan nongovernmental organizations, universities and foreign embassies gathered 25 tons of trash from Managua's Laguna Nejapa.

"A lot of the event's participants had

come together for the first time," said embassy Economics Officer Christopher Nyce, one of the organizers.

Nicaragua has nearly a dozen freshwater lakes, or "lagunas," most in the craters of long-dormant volcanoes. Many contain species of fish that exist only in Nicaragua.

Despite their protected status under Nicaraguan law, these lakes often collect city waste and runoff. To reverse the damage and to protect endemic species, Nicaraguan NGO Fondo Natura, along with international scientists, is seeking to have the lakes declared World Natural Heritage Sites.

"If we lose those lagoons and all the species in them, we lose them from the world, not only Nicaragua," said Fabio Buitrago, a Fondo Natura technical advisor.

"They are an aquatic Galapagos," said Kenneth McKaye, a former University of Maryland scientist. "Making them World Heritage Sites would protect them, attract the world's attention and bring funding to clean them up before the fish go extinct." ■

Onder Durmus is a facilities management specialist at the U.S. Embassy in Ulaanbaatar. Carol Johnson is an office management specialist at the U.S. Embassy in Algiers. Amy Eagleburger is vice-consul at the U.S. Embassy in Managua.

Artful Giving

Each year, donors give the Department's Diplomatic Reception Rooms funds to expand and conserve its collection of Early American art and furnishings or donate items from their own collections. Some of this year's donations highlight Americans not usually emphasized in Early American collections.

Particularly compelling is the set of three porcelain medallions donated by Mr. and Mrs. Carlyle Eubank II. Titled "Am I Not a Man and a Brother," they were made by Josiah Wedgwood of the famous porcelain firm and given to Benjamin Franklin in 1787 to distribute to fellow abolitionists. They became fashionable and were used as belt buckles, broaches and hatpins. They also helped the abolitionist cause: Rhode Island and Connecticut in 1784, New Hampshire in 1792, Vermont in 1793, New York in 1799 and New Jersey in 1804 all passed legislation to enact gradual emancipation of slaves.

Prestigious Collection

Marcee Craighill, curator of the Diplomatic Reception Rooms, said the medallions are just one of the ways the rooms tell America's story through furnishings and art. Located on the seventh and eighth floors of the Harry S Truman Building, the rooms are used to entertain foreign dignitaries and for high-level Department events, such as the Women of Courage awards and the recent Pakistan Bilateral talks. They are also used for more intimate or informal events with the Secretary.

The rooms have what is considered one of the nation's foremost collections of Early Americana, a collection that is funded and conserved entirely by donors, Craighill said. An online tour of the rooms is at http://www.state.gov/www/about_state/diprooms/dipfloor.html.

Another new object, a pot called an olla and used to carry water, was made by a woman of the Acoma Pueblo, a matriarchal Native American community in New Mexico having roots stretching to the 12th century. The olla, which dates to 1890–1910, was given by Robert Goldman, his brother Ronald Goldman and sister Caroline

Goldman in honor of their mother. Craighill said she hopes the collection will expand to include similar examples of exceptional Native American pottery.

An object in the collection that received donated funds this year is a mahogany carved side table attributed to the furniture maker Thomas Affleck. Trained in England, Affleck was a Pennsylvania Quaker who remained loyal to England during the Revolution. Arrested as a Tory in 1777, he was banished to Virginia, but his work was so popular that he was allowed to return seven months later. The table, which dates to 1760–1770, was purchased with funds donated by former Senator William H. Hernstadt and his wife, Jerene Yap Hernstadt.

Donors Giving \$10,000 or more to the Reception Rooms in 2009

Hugh Trumbull Adams (deceased)

Sandrea Goerlich Alexander

Mr. and Mrs. Francis H. Craighill III

The Charles Engelhard Foundation

Mr. and Mrs. Carlyle C. Eubank II

The Helen Clay Frick Foundation

The Hearst Foundations

The Honorable William H. Hernstadt

and Mrs. Jerene Yap Hernstadt

Mr. and Mrs. Norman V. Kinsey

The F. M. Kirby Foundation

Melody Sawyer Richardson

and Otto Budig, Jr.

Arnold Schwartz

Betty Rhoads Wright

Copy of Declaration

Fittingly, another item new to the collection is a copy of the Declaration of Independence, on temporary loan from David M. Rubenstein, an executive and collector of significant early documents. The print is one of 200 made by William Stone, who was commissioned by Secretary of State John Quincy Adams in 1826 to make the prints for the 50th anniversary of the Declaration of Independence. It was produced by wet-ink transfer of the original

parchment's words and signatures onto a copper plate. Only 31 of the prints have since been located.

"We are trying to emphasize these historical stories" with the new acquisitions, Craighill said. "They resonate with every American."

Other items added to the collection this year:

- Two silver tablespoons and a pair of silver sugar tongs owned by Benjamin Franklin and his family, given by Richard T., Kathy, Heidi and Julie Schroeder;
- An alabaster medallion of the Great Seal owned by former Secretary of State Dean Rusk, given by Dr. M. Donald Hayes;
- A Chinese-export, rare, yellow Fitzhugh deep dish and a tea caddy with the Great Seal, given by Robert Kogod Goldman;
- A large print titled "Naval Battle Between the United States and the Macedonian on Oct 30, 1812," given by Judith Hernstadt; and
- A pair of 18th-century hooks used to hang fireplace tools, given by John Peters Irelan.

In 2009, donors gave the Rooms a total of \$642,487 and gave \$4,000 to the Fund for the Endowment of the Diplomatic Reception Rooms. The Rooms purchased several items, including a round pedestal table, a pair of matching armchairs, a Queen Anne side chair and a Greco-Roman statue thanks to donations from, respectively, Mr. and Mrs. William N. Cafritz, David and Mary Andryc, the Frick Foundation and Patricia Anne Morton.

Donor Funded

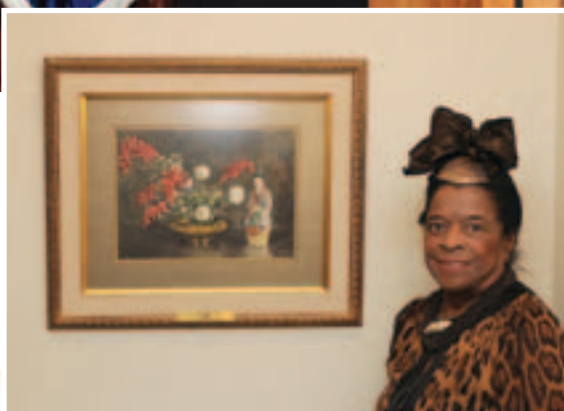
Craighill gives tours of the Reception Rooms, the best known of which is the Benjamin Franklin State Dining Room, and said that visitors are amazed when they hear the collection is entirely donor-funded, including the collection's maintenance.

Each year, the Department holds a reception in the Benjamin Franklin Room to thank the Reception Rooms donors, and at this year's event Secretary of State Hillary Rodham Clinton highlighted the medallions, saying they were examples of how history speaks through an object.

Reception Rooms donations reflect U.S. diversity /// *By Ed Warner*



Secretary of State Hillary Rodham Clinton welcomes attendees to the Reception Rooms' event honoring 2009 donors.



Above: Savannah Clark stands with the 1927 still life painted by Aaron Douglas that she and her husband donated to the Rooms. **Left:** David Rubenstein tells Hope Kosier of the Diplomatic Reception Rooms staff about the 1823 engraving of the Declaration of Independence that he loaned to the Rooms. **Below:** This Native American water pot, a highly prized example of pueblo pottery, has a concave base so that it can be carried on one's head and polychrome designs featuring three parrots surrounded by rainbows.



Thanking all of the donors, she said "You, too, are part of American history now."

At the reception, donors proudly pointed to items they had treasured but later gave to the Reception Rooms. For instance, several years ago Savannah Clark and her husband Dr. Charles Warfield Clark gave a 1927 still life by Aaron Douglas, a leading painter of the Harlem Renaissance movement and founder of the art department at Fisk University in Nashville, Tenn. Antique collectors Richard and Joan Milburn donated the funds for two sets of 18th-century candlesticks, six lanterns of the sort used for candlelight in gracious homes and a six-light brass chandelier, among other items.

As a donor, "you need to choose charities that you're comfortable with," Joan Milburn said.

Wider Audience

A museum specialist for the Reception Rooms, Virginia Burden, said she and Craighill believe they are helping donors share with the public items that might otherwise be seen only by family members. For instance, a portrait of John Quincy Adams, shown as a young American diplomat before entering politics, now hangs in the Reception Rooms after having hung for years in Adams family homes.

She said donors "are opening their gift to a broader family," the wider world of dignitaries who "experience our nation's heritage through the Reception Rooms treasures." ■

The author is deputy editor of State Magazine.



Post of the Month





The classic architecture of
Wat Pho Temple is a sign of
stability in a time of change.

Bangkok

Thai-U.S. friendship remains
constant amid change

/// By Adam Zerbinopoulos



Top: Refugee Coordinator Tim Scherer announces the opening of the U.S. Refugee Admissions Program in Ban Mai Nai Soi camp. **Middle:** The public affairs section brought the Los Angeles band Ozomatli to Bangkok. **Bottom:** The head of a Buddha statue nestles in the roots of a boddhi tree in Ayutthaya.

"This Kingdom of the Dawn Happiness is good. In the water there is fish, in the field there is rice. The King takes no advantage of the people. Who wants to trade, trades. The faces of the people shine bright with happiness."

These words from the 14th century are said to be the earliest known example of the written Thai language. Until recently, it seemed that little had changed: Thailand's economy is open and vibrant, its people famously hospitable and in King Bhumibol Adulyadej it has a venerated monarch. Born in Cambridge, Mass., while his father studied medicine at Harvard, King Bhumibol is the only monarch born on U.S. soil.

But Thai society and politics are changing rapidly, reflecting the growing aspirations of its people. "Color" protests in recent years—yellow in 2008, red in 2009 and 2010—show that Thailand has entered a time of transition, with new voices demanding greater participation in the political process. Deep-seated differences over the nation's future are playing out painfully in the international spotlight. In late May, a two-month-long protest ended in bloodshed and

arson, further complicating national reconciliation and calling into question Thailand's reputation as the Land of Smiles. Thailand also faces a Malay Muslim ethno-nationalist insurgency in the deep south, raising challenging questions about national identity.

One constant amid these ongoing changes is the close friendship and partnership between the United States and Thailand—now in its 178th year.

Fertile Land, Fragrant Rice

Thailand is strategically located in the heart of Southeast Asia, its west coast at the mouth of the Strait of Malacca and its eastern shoreline looking out toward the South China Sea. The mountainous north descends into the fertile central plains, whose fragrant jasmine rice is a mainstay of the Thai economy and a staple food for millions; Thailand is the world's largest exporter of rice.





Left: Monks accept morning alms at Suan Plu market. **Below:** Burmese refugees attend an informational session on U.S. resettlement.



The nation has always been ethnically diverse; its population includes Thai, Lao, Khmer, Malay, Chinese and an array of hill tribes. Thousands of miles of coastline include some of the most beautiful beaches in the world, as an endless stream of tourists attests. The tropical weather ranges from hot to very hot, though during the cool season—a relative term—it can be quite pleasant.

The kingdom's blandishments are well known: tasty food, mountains and beaches, a tolerant culture, beautiful art and architecture, an astonishing number of temples and friendly people.

Appealing as these are, still more compelling are the opportunities at the U.S. Embassy in Bangkok to work on a vast array of vital issues, both bilateral and regional.

The friendship between the United States and Thailand dates to an 1833 Treaty of Amity and Commerce, but the modern chapter of the alliance began in 1942. Thailand had been invaded by Japan and compelled to declare war on the United States. The Thai ambassador to Washington chose not to deliver the declaration and instead asked the State Department for U.S. assistance in organizing the Free Thai, an underground resistance movement. At war's end, the ambassador became prime minister, and the upward trajectory of U.S.-Thai relations was firmly set.

Key Ally

Promoting peace and security across

the region has been a cornerstone of this relationship. During the Cold War, shared values and interests brought the two nations even closer to jointly combat the Communist threat. The Manila Pact in 1954 marked the formal beginning of close security cooperation, and Thailand has been a key U.S. ally ever since. For the past 29 years, the annual Cobra Gold joint military exercises, the largest in the Asia-Pacific region, have symbolized a commitment to maintaining peace in Asia. In Thailand, U.S. forces enjoy unparalleled security cooperation and access to facilities.

In July 2009 at the Association of Southeast Asian Nations Regional Forum on the island of Phuket, Secretary of State Hillary Rodham Clinton signed the Treaty of Amity and Cooperation in Southeast Asia and launched the Lower Mekong Initiative, a partnership between the United States, Thailand, Laos, Cambodia and Vietnam on water, health and the environment. During her visit to Thailand, she made it clear that "the United States is back in Asia."

The chancery is located on Wireless Road, so named because it once led to the city's only radio transmitter. A short walk down the

Right and below: Thai youths painted murals celebrating U.S.-Thai relations. **Bottom:** A roadside display pays homage to King Bhumibol.



street sits a jewel of British colonial architecture—the ambassador's residence. Built in 1914, the teak structure is surrounded by a shallow canal and accented with delicate latticework. Its high ceilings and elevated first floor give the house a stately but warm appearance.

The wide scope of Mission Thailand's activities is proof of the enduring spirit of close collaboration between the United States and Thailand, as well as U.S. determination to remain strongly engaged with Southeast Asia. Almost 2,000 people from more than 30 U.S. government agencies and offices, most from outside the State Department, deal in everything from airport security to AIDS research to sustainable energy, supporting the three pillars of U.S. foreign policy: diplomacy, defense and development. The U.S. Embassy in Bangkok is a regional hub; nearly half of mission personnel have regional responsibilities, with 20 percent working on health-related issues and medical research with Thai partners.



PHOTOGRAPHS: U.S. EMBASSY IN BANGKOK



Morning mist lingers above the Umpliem Mai refugee camp.

Since 1962, almost 5,000 Peace Corps volunteers have passed through Thailand, working primarily on educational and economic initiatives.

The U.S.-Thai relationship is also about a shared love of music, the arts, cultural preservation and educational achievement. King Bhumibol, an accomplished musician and composer with a love of bebop and New Orleans jazz, has played with some of the greatest American artists, including Benny Goodman, Count Basie and the Preservation Hall Jazz Band. Contemporary American

musicians like Harry Connick Jr. and Ozomatli continue to inspire Thai audiences. The Ambassador's Fund for Cultural Preservation demonstrates U.S. respect for Thai culture by supporting projects around the country. The United States remains a top destination for Thai students wishing to continue their studies.

The history of U.S.-Thai relations is a story of the shared values of peace, liberty and free enterprise. Mission Thailand is committed to strengthening—and expanding—this extraordinary partnership, which Secretary Clinton has called “one of the longest and strongest friendships that my country has anywhere in the world.” ■

The author is the deputy refugee coordinator at the U.S. Embassy in Bangkok.

Humanitarian Initiatives

The U.S. Embassy in Bangkok is also a platform for wide-ranging humanitarian initiatives. The U.S. Agency for International Development's Regional Development Mission Asia in recent years has grown from a handful of officers to more than 100. For decades, the United States and Thailand have partnered in providing temporary asylum and humanitarian assistance to millions fleeing violence and persecution. U.S.-funded assistance programming provides vulnerable refugees with food, shelter, medical care and clean water, and helps combat gender-based violence. With cooperation from the Royal Thai government, a large-scale refugee resettlement program has allowed more than 50,000 refugees, mostly Burmese ethnic minorities, to begin new lives in the United States.

At a Glance >>>

Thailand



Capital: Bangkok

Government type: constitutional monarchy

Area: 513,120 sq. km.

Comparative area: Almost twice the size of Wyoming

Population: 67 million

Official languages: Thai, English, ethnic and regional dialects

Ethnic groups: Buddhist, Muslim, Christian, Hindu, Brahmin and other

GDP - per capita: \$3,900

Natural resources: Tin, rubber, natural gas, tungsten and tantalum

Export partners: United States, China and Japan

Agricultural products: Rice, corn, tapioca, rubber and sugarcane

Currency (code): Thai baht (THB)

Internet country code: .th

Source: Country Background Notes

Ambassador's Assessment

U.S. helps preserve Kyrgyz historic sites /// *By Tatiana C. Gfoeller*

Before arriving in Kyrgyzstan, I had heard that the Kyrgyz Republic was a country of little archaeological interest inhabited by nomadic people who left nothing behind. While it is true that the Kyrgyz Republic has a prominent nomadic history, it also has been home to many ancient civilizations and a key stop along the Silk Road. Kyrgyzstan possesses ancient burial mounds, petroglyphs and the stone statues called balbals, as well as ruins of ancient Christian monasteries, Buddhist temples and Muslim mosques.

In support of this rich heritage, the U.S. government has underwritten the conservation of Kyrgyzstan's

unique cultural heritage, including three projects funded by the Ambassador's Fund for Cultural Preservation. These projects involved restoration and display of ancient gold, which dates back thousands of years; preservation of the 11th-century Shakh-Fazil mausoleum in Jalalabad; and the preservation and digitizing of Kyrgyzstan's rare books.

In-Person Assessment

In researching possible projects proposed for an Ambassador's Fund for Cultural Preservation grant this year,

I recently toured archaeological sites around Lake Issyk Kul with a leading Kyrgyz archaeologist. Lake Issyk Kul, in north-eastern Kyrgyzstan's Tien Shan mountains at an altitude of 1,606 meters, is the second largest mountain lake in the world. A place of stunning beauty, the lake region also has some rich archaeological sites of local legend and lore.

Artifacts from these sites show influences ranging from Christianity to Buddhism to Judaism to Islam. The region's history is largely oral, and one tale is particularly fascinating that the remains of the Apostle Matthew are buried in Kyrgyzstan.

Visitors examine Ak-Beshim, the ruins of a 5th- or 6th-century Buddhist monastery whose central area was enclosed with thick fortified walls.

Over the past several years, teams of archaeologists have identified and excavated a number of underwater archaeological sites that were once on the shores of Lake Issyk Kul. The lake has risen over the years, burying many structures and archaeological treasures.

The archaeologists hypothesize that one large site is the remains of the town of Barskhan, supposedly built by soldiers left behind by Alexander the Great to garrison the region. Another is Chigu, noted in Chinese chronicles as the capital of the Usuns, a proto-Kyrgyz people. Divers have already pulled from the silt a finely wrought cauldron, knives, filigree work and a piece of gold they believe was a form of money predating coins.

Before I started on my trip, I saw many of these artifacts, which are housed in a small room at the Kyrgyz Russian Slavic University in Bishkek.

Perhaps the most alluring find of all is what archaeologists believe to be the site of an early Christian monastery, founded in the second or third century AD by Armenian monks from Syria. The first known Western representation of Lake Issyk Kul, a map made in Majorca in 1375, shows a monastery on the lake's



An archaeologist conducts underwater research at Lake Issyk Kul. **Below:** Ambassador Tatiana C. Gfoeller explores possible locations of the hidden treasures of the 3rd-century Armenian monks.

northern shore. At the location where the monastery is believed to be, divers have found numerous crosses and pottery shards with Syrian and Armenian writing on them.

Saint's Remains?

According to local lore, the Armenian monks brought with them the remains of the Apostle Matthew and a great deal of gold and silver. They guarded their treasures for several hundred years, but as Genghis Khan approached Issyk Kul around 1277, the monks gathered their treasures and relics, and buried them somewhere nearby. Genghis Khan subsequently razed the monastery, and the monks scattered.

The monastery supposedly went through numerous iterations in subsequent centuries until it reentered written history as a Russian Orthodox monastery, founded in the 1850s very close to the probable location of the original Armenian monastery. According to local lore, the secret location was passed down through the years by the monks. The secret died in the 1930s, with the death in hiding of the monastery's last two monks, sole survivors of a Bolshevik attack on the monastery in 1918.

Hidden Gold?

This mystery intrigues modern archaeologists working in the area. One archaeologist took me to a stone outcropping known as the Rock of Genghis Khan in the area where he believes the treasure is hidden. He said cave explorers found a cave system under the outcropping and tests by the Kyrgyz Geology Department in 1976 found that there might be a concentration of non-ferrous metals—bronze? gold?—somewhere below. Attempts have been made to excavate the site, but funding dried up, leaving the mystery for future exploration.

This is just one of many sites and stories in this fascinating land, a place of amazing natural and historical sites.



“Unlike almost any other place on earth, Central Asia, and particularly Kyrgyzstan, carries the evidence of the rise and spread of many nations, many languages and many cultures,” said American anthropologist Anne Pyburn, who worked on a recently completed program for developing community cultural resource management in Kyrgyzstan, funded by the Bureau of Educational and Cultural Affairs. “Some of these cultures originated in Kyrgyz territory, others came and went over time...Kyrgyzstan stands today on a heritage of magnificent and unsurpassed cultural diversity.”

The United States has helped preserve this complex, diverse and unique cultural heritage. Just this year, for instance, the Department funded a Kyrgyz-Slavic University proposal to preserve the objects the university uncovered in the area.

With this assistance, Kyrgyzstan can pass its archaeological heritage down to future generations and showcase it for the world. ■

The author is U.S. ambassador to the Kyrgyz Republic.

Couriers in War Zones

Manama operation supports Middle East posts /// By Krishna Das

The offices and hubs, or regional centers, of the State Department's Courier Service are strategically located worldwide. None is more strategic than the Manama Regional Diplomatic Courier Hub, which is in the forefront of supporting Department operations in Iraq and Afghanistan. Located at the U.S. Embassy in Manama, Bahrain, the hub ensures the secure, timely transportation of the classified and sensitive diplomatic material to support foreign policy and national security objectives and U.S. war efforts in those nations.

The hub is a relatively new courier post but has received two meritorious awards since its 1999 launch, plus several accolades for its personnel, including the 2009 Courier of the Year award for Hub Chief Henry Crowningshield.

Hub Established

Historically, couriers based in Frankfurt, Germany, would temporarily staff the Manama office to serve the region. In 1999, however, the workload finally warranted making Manama a hub, and the facility has since grown to handle all sensitive and classified cargo headed to and from U.S. diplomatic posts throughout the Middle East, some parts of Africa and the Indian subcontinent.

Today, the hub supports the U.S. Embassy in Baghdad, one of the Department's largest posts, plus two active U.S. contingency zones. The hub also works closely with the Defense Courier Service station on Bahrain, an island some consider the original Garden of Eden.

Despite its big role, the Manama hub is small, composed of a hub chief, three diplomatic couriers, a courier escort, an expeditor, a driver and an office manager.

The hub's staff emphasizes efficiency. For instance, in 2009 the hub

switched from using vans to using overland trucks to serve posts in Riyadh and Dhahran, Saudi Arabia. The switch reduced transportation costs 97 percent, more than \$17,000 per trip.

The environment in Manama's coverage area may seem exotic. While traveling the highway between Bahrain and Saudi Arabia, for instance, one may be passed by a Ferrari doing 200 kilometers per hour even as camels are herded by a keeper riding a donkey on the highway's shoulder. At the ancient border crossing, highway signs advertise McDonald's and the New York Institute of Technology.

Women's Restrictions

Daily activities can prove challenging for unaccompanied female couriers working out of Manama. For example, at the hotel restaurant used by couriers in Saudi Arabia, a woman must eat in the family section or the women's section, a separate part of the dining room located behind a screen or curtain. In addition, although women may drink water in public, they cannot walk around eating food, such as an ice cream cone, unless they want to risk a run-in with the religious police. One female courier said room service at hotels in the region can sometimes be a single female traveler's best friend.

In addition to inconveniences, there are real risks. Reflecting this, a plaque has been dedicated to Diplomatic Courier Seth Foti at the entrance to the U.S. Embassy in Manama. Foti was killed in a plane crash 10 years ago while on a diplomatic mission.

The plaque is a silent reminder of the dangers of the diplomatic courier mission. ■

The author is a courier at the Manama hub.



A pallet of State Department material awaits shipment from Manama to Baghdad aboard a wide-body "heavy lift" cargo aircraft.



Clockwise from left: A driver for the Manama couriers, Jaafar Al- Khwaja, stands before a cargo aircraft; pouches are inventoried and processed in preparation for a courier mission; the author, in safety vest, waits at Baghdad's airport with U.S. Embassy in Baghdad staff members, from left, Tim Chatelain, Patricia Rainey and Steve Williamson.



Moving the World

Transportation Affairs aids world travel
/// By Daniel Hutchens



The motto of the Department's Transportation Affairs Deputate is "We move the world."

TRA's Office of Aviation Negotiations and Office of Transportation Policy jointly work to provide America's travelers, businesses and communities with the greatest possible access to international passenger and cargo transport, all with maximum safety and security. Of the more than 85 million passengers who boarded international flights in the United States in 2009, more than 60 percent benefited from pro-competition, pro-consumer Open Skies agreements. These agreements are hammered out by AN and have affected every traveler to the European Union, Canada, India, Chile, Australia and more than 60 other countries.

Flying is safer and more secure because of OTP's work with agencies such as the Federal Aviation Administration and Transportation Security Administration, which ensure that foreign governments oversee their airlines and provide airport security that meets the standards of the International Civil Aviation Organization. For shipping, OTP works with the U.S. Coast Guard to assess foreign compliance with requirements of the International Maritime Organization regarding port security.

Office of the Month

Lead Negotiator

The State Department was designated in a presidential decision as the lead U.S. government negotiator of air transport agreements, including Open Skies agreements aimed at opening airline markets. Working with other agencies and private stakeholders, AN has pursued Open Skies agreements with other nations since 1992. Under Open Skies, airlines decide which cities to serve, the frequency of flights, the aircraft used and the prices charged. Recently, Secretary of State Hillary Rodham Clinton commended the Open Skies negotiating team for initialing an agreement with Japan.

She said such agreements expand opportunities for U.S. firms, create much-needed American jobs and provide a tangible benefit to American consumers.

"Your work to 'democratize' aviation continues to allow millions more Americans the opportunity to fly to international destinations each year and for countless foreign tourists to visit our country," she observed.



Office of Aviation Negotiations Director Kris Urs, left, and Trinidad and Tobago's President of the Industrial Court, the Honorable Cecil Bernard, meet after initialing the 2010 U.S.-Trinidad Open Skies Agreement Record of Discussions.

AN's work focuses on letting airlines make commercial decisions in a competitive marketplace, rather than by the rule of government regulators. So far, the office has negotiated Open Skies agreements with almost 100 countries at all levels of economic development, including with all 27 members of the EU and most countries in East Asia—America's two largest markets.

Progress is being made rapidly in the third-largest market, the Western Hemisphere, and AN Director Kris Urs said he hopes the "newly achieved Open Skies agreement with Trinidad and Tobago will serve as an example to spread Open Skies to other Caribbean and Western Hemisphere markets."

Market Freedom

Prior to Open Skies, some airline agreements seemed downright strange. For example, London's Heathrow Airport was previously open to only two U.S. airlines, and nonstop service to a number of U.S. cities was prohibited. Today, a free market thrives at Heathrow, with Continental, Delta and US Airways offering flights and nonstop service to such previously off-limits cities as Atlanta, Dallas and Houston.

Likewise, Ireland once required U.S. airlines flying to Dublin to stop in Shannon, whether the market supported it or not. With Open Skies, Continental Airlines was able to add a second daily nonstop to Dublin.

Another old requirement made FedEx fly half-empty aircraft from London to its Paris hub. Now, thanks to an Open Skies agreement, FedEx flies full aircraft, thus reducing its cost and carbon footprint through efficient aircraft use.

The fact that three of the current officers in TRA have served there previously is strong evidence that the office provides great opportunities for both professional development and interesting work.

"Our leadership in aviation negotiations for the U.S., our strong record of success, our great interagency relationships and the high volume of negotiations with important and diverse partners ensure that a tour in TRA enhances an officer's skills and career," said AN officer Matt Finston. "TRA has always attracted great people—good colleagues who are ready to help others do well."

Underlying every Open Skies agreement are commitments to maintain international safety and security standards, issues managed by OTP. These standards are shaped by ICAO, the United Nations' specialized technical agency. OTP works with embassies around the world to facilitate the highly sensitive safety and security inspections of foreign authorities and airports conducted by FAA and TSA, respectively. These inspections are not linked directly to TRA's Open Skies negotiations, but if another government's standards do not meet the minimum international requirements, it can affect the ability of the host country's airline to fly to the United States and thereby take advantage of the more liberal agreement.

Tough Job

"One of the toughest jobs we have in OTP is explaining to the host government that we are not trying to penalize or single them out with these inspections; rather, we're trying to ensure the safety and security of passengers flying to and from the United States," said Megan Walklet-Tighe, team leader for the OTP's aviation section. "Although no one likes an audit or inspection, the international work of FAA and TSA that OTP facilitates has led to improved aviation safety and security practices in all corners of the globe."

OTP also handles maritime issues, including negotiating bilateral maritime trade agreements, setting the multilateral rules for ocean shipping and helping the U.S. Coast Guard ensure compliance with international standards for safety and security on the seas and in ports. The office combines the specialized transportation knowledge of its Civil Service employees with the international experience of its Foreign Service officers.

Transport Security

OTP has focused on transportation security since the September 11, 2001, attacks. It works closely with ICAO and the International Maritime Organization; coordinates daily with the Department of Homeland Security, including Customs and Border Protection; and collaborates with the Department of Transportation. OTP Office Director Daniel Moore recently traveled to Japan, Mexico and Canada for ministerial-level aviation security conferences that aim for increased international security.

"We affirmed our determination to raise aviation security standards and share best



Above: Office of Transportation Policy staff member Doris McBryde speaks on maritime security at the Potomac Institute for Policy Studies. **Left:** Delegations from the governments of Brazil and the United States gather in Rio de Janeiro, Brazil, at the end of their civil aviation negotiations. **Below:** After initialing an aviation agreement in June, the head of the government of Ecuador's delegation, Capt. Guillermo Bernal Serpa, shakes hands with the head of the American delegation, Tim Roche, deputy director for Aviation Negotiations, at right.

security practices throughout the global aviation network," he said.

OTP is the Department focal point in shaping international policy for shipping, the hidden engine of world trade. More than three-quarters of U.S. import and export tonnage moves by sea, including such vital commodities as oil and grains. Without the efficiencies created by containerization and electronic cargo data exchange, world trade would be stymied. OTP works with the Maritime Administration, or MarAd, and U.S. embassies to open foreign markets to U.S. shipping companies and their customers, importers and exporters.

For example, working with MarAd and the U.S. Embassy in Beijing, OTP helped

secure an historic maritime agreement with China that eliminated barriers that had hindered U.S. shipping companies' operations and let them offer a range of business services to their customers, operate intermodal services with Chinese intermediaries and generate savings.

OTP plays a key role in the U.S. delegation to United Nations negotiations on reforming international commercial shipping law. After eight years of negotiations, the U.N. General Assembly adopted the Rotterdam Rules, a new international agreement on shipping contracts incorporating all major U.S. objectives. The rules open the way to an update of the 74-year-old U.S. shipping regime.

Deputy Assistant Secretary John Byerly, TRA's leader since 2001, is a 30-year Department veteran who was lead negotiator of Open Skies agreements with the EU and Japan. Byerly said a less well known TRA achievement is one he finds most satisfying—the TRA role in securing Senate advice and consent to the 1999 Montreal Convention governing airline accidents. This ensured that the families of American victims of airline accidents would have access to U.S. courts and eliminated the limits on their recovery of damages for those harmed or killed in airline accidents. When the U.S. Senate ratified the 1999 Montreal Convention, the United States became the country that brought the Convention into force.

Byerly leads a collegial 15-employee office almost equally split between Foreign Service and Civil Service employees.

"We're a tiny piece of the State Department, but with dedication and teamwork we're changing the world for the better," he said. "And, on most days, we've had a lot of fun. I can't imagine a better place to serve the American public." ■

The author is an international transportation officer in the Office of Aviation Negotiations.





ICASS Class

An ambassador's insight on support services /// By C. Steven McGann

In 2008, I became an ambassador and had to ask myself: How do you run an embassy?

My mission, the U.S. Embassy in Suva, is accredited to Fiji, Kiribati, Nauru, Tonga and Tuvalu, and has consular responsibilities covering an area spanning 7.5 million square miles. Under chief of mission authority were offices and entities, such as the Peace Corps, providing support to 14 Pacific Island countries.

Unsure of what course at the Foreign Service Institute would best prepare me, I

chose the two-day class on the International Cooperative Administrative Support Services system, the principal means by which the U.S. government provides and shares the cost of common administrative support at its more than 250 diplomatic missions. The Department of State is the primary service provider, although some other agencies and outside sources provide services at some missions. The system seeks to provide quality services at the lowest cost, while ensuring that each agency fairly bears the cost of its portion

of the shared administrative support platform overseas. ICASS is a break-even system; the charge to customer agencies equals the cost of services.

Sample Services

ICASS services include motor pool and vehicle maintenance, travel, reproduction, mail and messenger, information management, reception and telephone system, procurement, human resources, cashiering, vouchering, accounting, budget,



Left: The author displays the certificate provided for the Foreign Service Institute course ICASS Basics; he was the first U.S. Ambassador to take the course. **Above:** Foreign Service Officer Katherine Dace, left, discusses the ICASS workbook with the author, while other class participants admire their certificates.

nonresidential security guards, health services and building operations. ICASS seeks to provide quality administrative services, evaluate and improve customer service, reduce and contain costs, encourage innovation and promote local mission empowerment. For efficiency, a simple, transparent and equitable cost-distribution system was designed.

The ICASS system at post is under chief of mission authority. The COM is responsible for ensuring that the post has a functioning ICASS Council and that the relationship between the council and service provider

is constructive so that ICASS services are delivered fairly and effectively.

Most important, the visible support of the ambassador for the ICASS Council is critical to success. The council, with the management officer, develops a strategic vision for using administrative support resources at post, ratifies the ICASS budget and serves as a change agent at the mission, seeking cost savings and improved business practices and customer service in ICASS operations. Thus, the ambassador must give the council latitude to innovate and provide it with top-level support.

ICASS also gives agencies at post a voice in the management of post resources. The ambassador's active support of ICASS will encourage agency heads to participate in the few council sessions during the year and voice their priorities in establishing the management platform.

Fundamental Principles

Ambassadors should be aware that fundamental to ICASS operations are the principles of equity and transparency. Equal treatment and quality of service for all agencies at post are vital. Agencies at post pay based on set rates. There are no side deals. And the system must be transparent. The books are open and every agency can know what every other agency is paying for any service.

When I arrived at post, my management officer was impressed that I knew ICASS is not just for financial specialists. In fact, everyone under the ambassador's authority, including those who provide the ICASS

services, is an ICASS customer and can use the shared services of space, finance, contracting, security, technology and general services.


At the U.S. Embassy in Suva, I aimed to have the ICASS system be well run, focused on customer services and priorities, and able to accomplish our program goals.

A year after I took the ICASS course, my whole embassy received week-long ICASS training that involved more than half of the post's Foreign Service officers and Locally Employed Staff attending at least one session each day. All agencies actively participated. We reviewed the post's ICASS satisfaction survey, which highlighted areas of excellence as well as areas for improvement, and came up with some ideas for cost savings and improved services.

The quality and cost of management services overseas has an enormous impact on post morale, and ambassadors and deputy chiefs of mission need a solid understanding of ICASS before they hit the ground. All incoming ambassadors should take either FSI's two-day ICASS course or one-day ICASS Executive Seminar. They may also wish to take advantage of the excellent trainers that the ICASS Service Center can provide for on-site embassy-wide training.

An embassy community that understands ICASS is better involved in the management process and knows its voice is being heard. ■

The author is ambassador to the republics of Fiji, Nauru and Kiribati, and the Kingdom of Tonga and Tuvalu.



Actress Serran Clarke is an unhappy bride-to-be, about to be auctioned off in marriage.

What's in your box? That is the question posed to audiences in my play, *Boxes*, which was recently staged by the Trinidad Theatre Workshop in Port of Spain. *Boxes* tells us that we are good people capable of extraordinary things, but that we rarely achieve our full potential because we create and believe negative thoughts. The play encourages us to quiet the voices of self sabotage and begin living life to the fullest.

My daughter and I moved to Port of Spain in October 2008. While I was excited about a new career in the Foreign Service, balancing single parenthood and a challenging job left me with little down time to pursue my other passion, creative writing.

I began writing during an internship at American University in my senior year of high school and continued studying dramatic writing and poetry in the United States and overseas whenever possible. Over the next 10 years, I self-published two books of poetry and wrote several plays for university audiences.

Creative Mentors

When I joined the Foreign Service, I hoped to continue writing—after all, my favorite Foreign Service mentors were also painters, writers and musicians. I appreciated the Foreign Service's ability to attract and encourage creative professionals. After a few months in Trinidad, I realized that I truly enjoyed the reporting responsibilities and fast-paced environment of my political-economic portfolios.

But sometimes, in between note-taking for meetings and drafting cables, I wondered if my days of writing plays and poetry were behind me. I decided the answer needed to be a definite "no." By writing creatively I could show my little girl that, although adults have careers, they should never give up their dreams.

So, in the few hours between kissing my daughter goodnight and my bedtime, I started writing *Boxes*. Four months later, the first draft was complete.

The play's rehearsal taught me much about the people and culture of Trinidad

and Tobago. The cast included community organizers, teachers, a musician, a banker and an oil and gas executive. The director, Mervyn de Goeas, was a theater veteran educated in Trinidad and the United States. Everyone was extremely family focused, and our children regularly attended rehearsals while toting book bags filled with coloring books, snacks and other diversions. Cast members shared pelau, a favorite Trinidadian rice dish, during rehearsals that frequently started hours late and ran well past midnight.

Though the laid-back nature of the rehearsals frequently made my teeth clench, it was during those informal interactions that *Boxes* matured. Through conversations, I realized the cast was connecting personally with their characters and with the underlying self-actualization theme of *Boxes*. Several performers told me they wished they could confront their parents, loved ones and even themselves in the same honest manner their characters did in the play. They appreciated how their characters participated in the



Director Mervyn de Goeas examines the stage before opening night. **Below:** The author, at center in spotted dress, gathers with the cast.

Opening Boxes

FSO playwright mixes creativity, community

/// By Ebony Custis

conversations we need to have but never do.

The cast frequently commented on the play's universality. "This is my mother talking," actress Nikki Carew said. "You could do this play anywhere in the world—it would be true."

No Budget

The play's production was truly a labor of love, staged with a budget of zero. Trinidad Theatre Workshop's mission is to develop new plays, so it let us use the theater for free. The actors brought their own costumes and borrowed props and set pieces from their homes and employers. Even the publicity materials were designed at no charge by a business owner in Maryland who e-mailed the designs to a local print shop.

Our marketing campaign was simple—we called everyone we knew and asked them to come to the play. Luckily it worked, and all four performances sold out. I was especially pleased to see many embassy colleagues, both FSOs and Foreign Service National employees, in the audience.

The audiences enjoyed *Boxes* and participated enthusiastically in the question-and-answer session that followed each performance. Ronald John, one of Trinidad's favored playwrights, said he "had not seen a play of words done so well in years."

Cultural Conversation

John said the performance, "written by an American and performed by Trinidadians, represented a thoughtful conversation between the two cultures."

The *Trinidad Express*, in its review, said the play called for "self-assessment, emotional spring cleaning and taking a psychological inventory of all of the crap that we have in our boxes."

Getting out from behind the embassy walls into a situation that let me mix with the



community and use my creativity gave me a different and much-needed perspective on Trinidad and its people. As I continue with the Foreign Service I hope to enjoy similar experiences. ■

The author has finished her tour in Trinidad and Tobago and is training for her next assignment.

Education & Training

FSI Web Page

Find everything you need to about FSI and its training opportunities at <http://fsi.state.gov>! This site is constantly updated to give you just-in-time information on services such as:

- Online Catalog: Up-to-the-minute course schedules and offerings, from live classroom training to distance learning.
- Online Registration System: Submit your training application for classroom, distance learning and even External Training, using the Online Registration link found on virtually every course description or the External Training Web page.
- Training Continua: Road maps to help you effectively plan your training for the year or beyond.
- About FSI: Get a snapshot view of FSI's history and enrollment statistics.
- Links to training resources: View information on specific countries, language learning and testing, and myriad helpful reference materials.

Student Records Online

Located on the FSI Web page, Student Records Online is a secure, password-protected site that provides access to all FSI training information. Features include:

- Reviewing and printing your training schedule.
- Reviewing and printing your student transcript.
- Tracking the status of your training request.
- Canceling an already-scheduled FSI course.
- Requesting changes or canceling an External Training registration.
- Creating and submitting your Individual Development Plan/Work and Development Plan for Locally Employed Staff.
- Retrieving your FasTrac password.

For more information and to establish your logon, visit the Web site at <https://fsiapps.fsi.state.gov/fsirecs/Login.aspx>.

FasTrac Distance Learning Program

Learn at Your Own Pace, When and Where You Want! Most Department of State employees, including personal services contractors and EFMs, in a constant paid status for at least one year, are eligible. With your FasTrac password, you may access the entire FasTrac catalog of over 2,000 courses, from home or office. To view the complete FasTrac catalog, visit the FasTrac Web site at <http://fsi.state.gov/fastrac>.

For more information on all of our distance learning opportunities, visit the FSI Web site at <http://fsi.state.gov> and click on "Distance Learning."

Ask FSI

Looking for information on a specific

course, training location or distance learning? Experiencing a problem with registration, accessing a course or technical issue? "Ask FSI" is your answer! Found on the homepage of FSI (<http://fsi.state.gov>), "Ask FSI" allows you to review frequently asked questions or submit your own inquiry. Questions are routed quickly for prompt response.

For information on all the courses available at FSI, visit the schedule of courses on OpenNet at <http://fsi.state.gov>. See Department Notices for announcements of new courses, new course dates and periodic announcements of external training opportunities sponsored by FSI. For additional information, contact the Office of the Registrar at (703) 302-7144/7137.

Security

		Aug	Sept	Length
MQ911	Security Overseas Seminar	9,16,23,30	13,20	2 D
MQ914	Security Overseas Seminar, Youth	10,17		1 D

Foreign Service Life Skills

		Aug	Sept	Length
MQ115	Explaining America	31		1 D
MQ116	Protocol and the U.S. Representation Abroad	14	18	1 D
MQ250	Young Diplomats Day	9,16		1 D
MQ 302	Transition to Washington for Foreign Born Spouses		9	4 H
MQ703	Post Options for Employment and Training		15	1 D
MQ704	Targeting the Job Market	26		1 D
MQ802	Communicating Across Cultures		25	1 D
MQ803	Realities of Foreign Service Life		24	1 D
MQ940	Pre-Deployment Preparation for High Stress Assignments		4	3 H
MQ950	High Stress Assignment Outbriefing Program	13,27	17	4 H

Career Transition Center

		Aug	Sept	Length
RV101	Retirement Planning Workshop		27	4 D
RV102	Job Search Program	2		8 W
RV103	Financial Management and Estate Planning		29	1 D
RV104	Annuities and Benefits and Social Security		28	1 D

H=Hours D=Days W=Weeks

Upcoming Classes

U.S. Ambassador to Singapore

David Adelman of Georgia, a lawyer and politician, is the new U.S. Ambassador to the Republic of Singapore. Previously, he served as a state senator and assistant attorney general in Georgia. He worked with the national law firm Sutherland Asbill & Brennan and served as legal advisor to Georgia's largest domestic violence organizations. He also taught political science at the University of Georgia. He is married and has three children.



U.S. Ambassador to Portugal

Allan J. Katz of Florida, a lawyer and political activist, is the new U.S. Ambassador to the Portuguese Republic. Previously, he practiced insurance law at the firm of Akerman Senterfitt and was assistant insurance commissioner in Florida. He served in various staff positions in the U.S. House of Representatives. He has been a member of the Democratic National Committee and served on the National Finance Committee of "Obama for America."



U.S. Alternate Representative for Special Political Affairs in the U.N.

Brooke D. Anderson of California is the new U.S. Alternate Representative for Special Political Affairs in the United Nations, with the rank of Ambassador. She focuses on U.N. Security Council matters, including peacekeeping missions and nonproliferation. Previously, she was chief of staff to Ambassador Susan Rice. She has held leadership positions in the National Security Council, Department of Energy, U.S. Congress and the nonprofit and private sectors.



U.S. Ambassador to Trinidad and Tobago

Beatrice Wilkinson Welters, a foundation and corporate executive, is the new U.S. Ambassador to the Republic of Trinidad and Tobago. Previously, she was president and chairperson of the AnBryce Foundation, which provides long-term academic and leadership enrichment programs for underserved youth. Before that, she held several positions at IBM, including systems engineer. She is married.



U.S. Ambassador to Ethiopia

Donald E. Booth of Virginia, a career member of the Senior Foreign Service, class of Minister-Counselor, is the new U.S. Ambassador to the Federal Democratic Republic of Ethiopia. Previously, he was ambassador to Zambia and before that ambassador to Liberia. He was economic counselor in Athens and has also served in Bucharest, Brussels and Libreville. He attended the National War College.





Thomas J. Barnes, 79, a retired Foreign Service officer, died April 4 of prostate cancer in Austin, Texas. He served in the Army before joining the Department in 1957. His postings included Thailand, Vietnam, Laos and Morocco. After retiring in 1980, he joined the Office of the United Nations High Commissioner for Refugees and served in Somalia and Geneva. Later, he worked for the International Catholic Migration Commission in Geneva. After

retiring to Austin, Texas, in 1996, he wrote five books, including two historical novels.



Winifred "Freda" Broccoli, 74, a retired Foreign Service secretary, died May 16 in Savannah, Ga. She lived in Sun City, Bluffton, S.C. After joining the Department in 1960, she served in Taipei, where she met her late husband, Foreign Service staff officer Dominic Broccoli. She accompanied him on postings to Buenos Aires, Khartoum, Tokyo, Rangoon and Nigeria. She rejoined the Foreign Service in 1976 and served in Tehran, Kuala Lumpur, Rome, Mexico City, Palermo and Casablanca, where she retired in 1992.



William Paul Clappin, 78, a retired Foreign Service officer, died May 17 at his home in Salisbury, Vt. He served with the Air Force and Department of State from 1952 to 1986. His postings included Tijuana, Bonn, London, Ottawa, Paris and Mexico City. After retiring, he enjoyed traveling, flying his radio-controlled model airplanes and spending time with his family.



Colette Dickey, 83, a retired Foreign Service specialist, died May 22 in Camden, Maine. She joined the Department in 1951 and was posted to Belgrade, Tokyo, Damascus, Geneva, Paris, Poznan, Sofia, Lisbon, Rio de Janeiro, Guatemala City and Brussels—usually as secretary or executive assistant to the chief or deputy chief of mission. In 1982, she retired to Camden, where she became active in foreign policy forums and environmental organizations. She

was a volunteer teacher in the Maine correctional system.



Donald E. Gaston, 80, husband of retired Foreign Service staff officer Elizabeth "Betty" Andros Gaston, died April 30 following a long illness. He was a highly decorated career Army Corps of Engineers officer whose service took him to Vietnam, Alaska, Greenland and Antarctica. After his retirement in 1975, he and his wife moved to Alexandria, Va., where he became a realtor/broker and she continued her Department career. In 1995, they moved to Ligonier, Pa., and

were active as community volunteers.



Betty I. (Boothe) Halladay, 81, a retired Foreign Service officer, died Dec. 27 of pneumonia related to chronic obstructive pulmonary disease. She entered the Foreign Service after many years as a high school teacher and was posted to Havana, Guadalajara, Tijuana, Antigua and Toronto. She lived near Austin, Texas, where she enjoyed life with her husband and family.



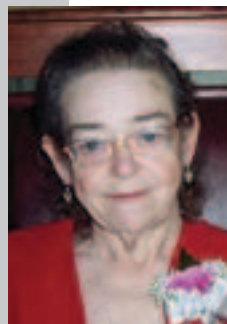
Munro P. Jones, 87, a retired Foreign Service officer, died March 16 in Reston, Va. He served in the Army in World War II and was on the beaches of Normandy. He joined the Department in 1949 and during his 36-year career was posted to Bremen, Berlin, Karachi, Managua, Dhahran, Istanbul and Tel Aviv. When he retired, he was executive director of the Office of Inspector General.



Ivan Lee Kern, 69, a retired Foreign Service communication officer, died April 13 from complications of colon cancer in Moultrie, Ga. He served in the Marines and Army, including two tours in Vietnam, before joining the Department. He was posted to Costa Rica, England, Israel, El Salvador, South Korea, Cuba, Poland, Denmark and Jamaica. He retired to Moultrie after 33 years of government service.



Charles J. Konya, 91, a retired Foreign Service officer, died March 25 in Potomac, Md. He served in the Navy before joining the Foreign Service in 1947. He was posted to Ankara, Cairo, Istanbul, Tangier, Saigon, Phnom Penh, Tel Aviv and Belgrade. He retired to Potomac in 1978. He loved meeting people, telling stories and traveling.



Maryedna Proctor, 68, a retired Civil Service employee, died Sept. 6, 2009, in Reston, Va. She worked at the Foreign Service Institute in the language lab and mid-level training, then moved to the Office of Central American Affairs and the Bureau of Democracy, Human Rights and Labor.



William P. "Big Bill" Lukasavich Jr., a retired Foreign Service officer, died May 3 of lung cancer in Reno, Nev. He joined the U.S. Information Agency in 1969 as a television producer. After joining the Foreign Service, he was posted to Istanbul, Nairobi, Brasilia, Harare and Addis Ababa. After retiring in 2001, he was a special contract investigator for the Office of Personnel Management. He was a volunteer chaplain at a hospital and

loved ham radio and traveling.



Lee R. Reynolds, 80, a retired Foreign Service secretary, died Dec. 27 at her home in Knoxville, Tenn., after an extended illness. After working for the FBI, she joined the Department in 1954 and was posted to Vientiane and Manila, where she met her husband, retired Foreign Service officer Oscar A. Reynolds. They then served together in Iran, Mauritania, Morocco, Algeria, Nigeria, Zaire and Senegal. They retired to Tennessee in 1983.



Thomas M. Martin, 73, a retired Foreign Service officer, died April 29 at his home in Fernandina Beach, Fla. He served in the Marines before joining the U.S. Information Agency. During his 25-year career, he was posted to Bolivia, Venezuela, Vietnam, Paraguay, Brazil, Pakistan, Iceland and Botswana. After retirement, he served as an overseas election monitor for the U.S. government and various international bodies in Croatia, Bosnia, Kosovo, El Salvador,

Mozambique, Peru and Paraguay. He also worked for the Federal Emergency Management Agency. After moving to Fernandina Beach in 1993, he was active in government and civic affairs.



Harold Schneidman, 87, a retired Foreign Service officer, died May 18 after a long illness. He was a combat correspondent in the Coast Guard during World War II and joined the U.S. Information Agency in 1957. He was posted to the Philippines, Italy and Indonesia. He was deputy director for policy and plans before retiring in 1980. He enjoyed his dogs, gardening and cooking.



Margaret Nee, 74, wife of retired Foreign Service officer Coleman Nee, died Aug. 6, 2009, of gastric cancer in Bethesda, Md. She accompanied her husband on postings to Bern, Paris, Ottawa, Nairobi and Warsaw. She was a devoted mother and grandmother and a talented artist. In retirement, she was active in real estate development.



Dennis Ray Shaw, 73, a retired Foreign Service officer, died March 23 of cancer in Catlett, Va. He lived in Falls Church, Va. He joined the U.S. Information Agency in 1967 and served in Tehran, Karachi, Lagos, Rio de Janeiro, Lisbon and Brasilia. After retiring in 1995, he joined Partners of the Americas and played a key role in creating the Brazil Youth Ambassadors program, which has become a model for youth exchange.



William L. Sullivan Jr., a retired Civil Service employee, died Feb. 21 in Rockville, Md. An authority on ocean policy, natural resource management and conservation, he represented the Department on many national and international committees dealing with marine science policy. He helped craft the United Nations Law of the Sea Convention. After retiring in 1995, he was active in the National Active and

Retired Federal Employees.



Rush W. Taylor, 75, a retired Foreign Service officer, died March 7 of cancer in Arlington, Va. He served in the Army before joining the Department in 1962. He was posted to Yaoundé, Libreville, Rome, Florence, Oporto, Nassau, Bissau and finally Lome, as ambassador to Togo, where he was instrumental in establishing a free trade zone. After retirement, he worked for the Bauxite Company of Guinea, Angola Chamber of Commerce and Equator

Bank. He was an avid gardener.



Carlton Eugene "Carl" Thorne, 76, a retired Civil Service employee, died Jan. 11 of metastatic chondrosarcoma at his home in Chandler, Ariz. After serving for 23 years in the Air Force, he worked for the U.S. Arms Control and Disarmament Agency and the departments of Energy and State. He retired in 1993 after seven years with the Department and started a company that consulted on nuclear issues.



Barbara Jean Womack, a retired Foreign Service officer, died Dec. 30 in Rochester Hills, Mich. She also worked for the Internal Revenue Service during her 40-year U.S. government career. She was posted to Canada, Belgium, Haiti, Egypt, Germany, Brazil and Tunisia. She retired in 1996.

In the Event of a Death...

Questions concerning employee deaths should be directed to the Office of Casualty Assistance at (202) 736-4302. Inquiries concerning deaths of retired employees should be directed to the Office of Retirement at (202) 261-8960. For specific questions on submitting an obituary to *State Magazine*, please contact Bill Palmer at palmerwr2@state.gov or (202) 203-7114.

Retirements

Foreign Service

Agnew, Elizabeth Jamieson	Hill, Steven Don
Allen, Bernadette Mary	Inwold, Dorothy S.
Appel, Dolores V.	Jorgensen, Kibby Felicia
Arakaki, Melvin M.	Karp, Craig Mallory
Bires, Francis M.	McCourt, Randolph T.
Brill, Kenneth C.	McCreary, Patrick Michael
Bryson, Robert C.	Morrissey, Ellen
Chase, Peter H.	Muirhead, Arthur B.
Chiarella, Ricardo	Myers, Sue Ann
Cynkin, Thomas Michael	Piazza, Salvatore
Davis, Thomas D.	Poo, Jack Thampramual
Dawidjan, Anush	Prendergast, Joseph J.
Deroche, Thomas W.	Reich, Thomas G.
Diamond, Charles E.	Revereza, Roger R.
Dickson, John S.	Robertson, Thomas Bolling
Diez de Medina, Ricardo E.	Rowe, Paul Edward
Eckert, Robert A.	Runyon, Joseph H.
Gordon, Sharon E.	Salleh, Jamari
Gutierrez, Gloria Lynn	Stewart, James A.
Halstead, Ted William	Trudeau, Jerald Casey
Hedgbeth, Llewellyn H.	White, Thomas Boone
High, Leslie C.	

Civil Service

Boyer, Carol L.	Hirsch, Theodore M.
Brickhouse Jr., Dennis C.	Jones, William L.
Castro, Gloria L.	Koenig, Gretchen Louise
Chichester, John E.	Maguire, Annemarie
Chinn, Brenda M.	Marshall, James S.
Clarke, Margo A.	Martino, James
Cueto, Alice	Massey, Richard C.
De Chirico, Joseph	McCain, Meredith
Douglas, Kirk	Obetts, Charles J.
Esquetini, Mona O.	Padilla, Maria
Greenberg, Bruce M.	Penny, Sonja J.
Hale, David M.	Powers, Christine
Herrera, Lamberto C.	Senseney, Robert S.

Coming In Our
Next Issue:



Watch the Watch:
Inside IRN's DOS
Nerve Center

FSOs Race to Learn a
Challenging Language

Unique Unit Seeks Stability
in Somalia

...and much more!



Power of the Vote

A cynic once advised “Never volunteer for anything.” Louis Mazel apparently wasn’t listening, since he was first in line when the Office of the Special Envoy for Sudan called for volunteers to observe the national elections in Sudan. For the director of the Office of African Regional and Security Affairs, the opportunity to monitor the strife-ridden country’s first elections in 24 years was too good to pass up.

Mazel brought considerable experience to the Sudan project; he had previously observed elections in Ethiopia, Namibia and Liberia. He asked to observe in Southern Sudan, where 85 percent of the people can’t read or write and many would be navigating a complicated process to vote for the first time. His impressions? Despite the obstacles, people in Southern Sudan voted in higher percentages than their counterparts in the U.S., often standing for hours in long lines under a blazing sun or pouring rain to validate their right to vote.

The motto may sound a bit ambitious—“We move the world.”—but the statistics don’t lie: of the more than 85 million passengers who boarded international flights in the United States in 2009, more than 60 percent benefited from Open Skies agreements hammered out by the Department’s Office of Aviation Negotiations. AN and the Office of Transportation Policy make up the Transportation Affairs Deputate, or TRA, which works to provide America’s travelers, businesses and communities with the greatest possible access to international passenger and cargo transport.

OTP works with other government agencies—the Federal Aviation Administration and the Transportation Security Administration, for example—to help ensure that foreign governments oversee their airlines and provide airport security that meets International Civil Aviation Organization standards. The office also works with the U.S. Coast Guard to evaluate foreign compliance with International Maritime Organization port security requirements. Deputy Assistant Secretary John Byerly, TRA’s leader since 2001, recognizes the value of his 15-person office: “I can’t imagine a better place to serve the American public.”

Back in 2008, the U.S. government confirmed the appointment of C. Steven McGann as ambassador to Suva, a mission that included consular responsibilities

for an area spanning 7.5 million square miles. He would assume chief of mission authority over assorted offices and entities providing support to 14 Pacific Island countries.

He asked himself one simple question: How do you run an embassy?

He found his answer in FSI’s two-day class on the International Cooperative Administrative Support Services system, better known as ICASS, by which the U.S. government provides and shares the cost of common administrative support at more than 250 diplomatic missions.

Last but not least, a final salute to our colleagues en route to their final posting: *Thomas J. Barnes; Winifred “Fred” Broccoli; William Paul Clappin; Colette Dickey; Donald E. Gaston; Betty I. (Boothe) Halladay; Munro P. Jones; Ivan Lee Kern; Charles J. Konya; William P. “Big Bill” Lukasavich Jr.; Thomas M. Martin; Margaret Nee; Maryedna Proctor; Lee R. Reynolds; Harold Schneidman; Dennis Ray Shaw; William L. Sullivan Jr.; Rush W. Taylor; Carlton Eugene “Carl” Thorne; and Barbara Jean Womack.* ■

Rob Wiley
Editor-in-Chief

OFFICIAL GUIDANCE: ATTENDANCE AT NATIONAL DAY CELEBRATIONS

KINGDOM OF GREATER MOUSTACHIA:
IN RECOGNITION OF CULTURAL SENSITIVITIES,
THOSE WITHOUT MOUSTACHES OF THEIR
OWN ARE ENCOURAGED TO WEAR PASTE-ONS.



INTERGALACTIC DAY OF ALLEGIANCE TO ZORT:
RESIST ASSIMILATION INTO THE CYBERNETIC
ORGANISM.

POMPOUSNIA'S DAY OF NATIONAL SUPERIORITY:
COUNTER SMUG POMPOSITY WITH REGULAR
REFERENCES TO YOUR FAVORITE AMERICAN
CONTRIBUTIONS TO THE WORLD.



BIG TOP DAY OF BOZOVIA: BRING A PIE.

PEOPLE'S DEMONIC REPUBLIC OF
INFERNUM: ATTENDANCE IS FORBIDDEN
AND MAY RESULT IN A SECURITY
VIOLATION AND/OR ETERNAL DAMNATION.





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A background image showing a large stack of books on a wooden surface. In the foreground, an open book lies flat, its pages fanned out. The books are of various colors and thicknesses, creating a textured, layered effect.

Book Bargains Beckon in October

The 50th Art and BookFair of the Associates of the American Foreign Service Worldwide runs Oct. 8 through Oct. 17 in the Exhibit Hall at Main State. It will feature thousands of secondhand books from the world over, an extensive Art Corner and a Collectors' Corner.